

CLEANING CONTRACT 2018

<b>Key Performance Indicators (KPI's) applicable to our Specification</b>			
What performance will be measured	Who By?	Frequency of Measurement	Expected Outcomes / Targets
Customer Satisfaction	Client	Monthly	95%
Client Satisfaction	Client	Monthly	95%
Compliance with contract service standards	Contractor	Monthly	100%
Service delivered as timescales set out the specification	Contractor	Monthly	98%
Attendance to emergency calls out within 1 hour	Contractor	monthly	95%
Regular review and monitoring of health and safety procedures and standards	Contractor	Monthly	95%
Invoices and monthly reports submitted as contract	Client	Monthly	95%
Staff wearing uniform and visible ID at all times	Client	Random checks	95%