

PERFORMANCE MONITORING

The Operator performance will be monitored on a 6 monthly basis using the key performance indicators (KPIs) shown in the table below.

Key Performance Indicators

	Unsatisfactory		Poor		Acceptable		High		Excellent	
	1	2	3	4	5	6	7	8	9	10
Resources										
Availability of key staff										
Relevant Experience; Skills & Ability of staff provided										
Strong Leadership										
Strategic vision										
Commission controls										
Accurate budget forecasting										
Change control management										
Working culture										
Appreciation of Employer and Ministerial aspirations i.e. "owning" the policy										
Working with collaboratively with other suppliers										
Skills Transfer and Knowledge sharing including internal staff development										
Consultation										
Effectiveness of internal teamwork										
Communication and information sharing with Employer and other suppliers										
Effective stakeholder engagement										
Service Delivery										
Health and Safety										
Risk Management										
Data Collection & Analysis										
Application of Best Practice										

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