

Appendix 1 – Key Performance Indicators

Outcome	Activity	Performance Measure	How
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KPI 1 – Certification

Traders will have access to certified ADR in those sectors where the provider supports BEIS.	The provider will certify ADR providers against the requirements set out in the Regulations.	The provider will demonstrate that they are certifying ADR providers against the requirements in the Regulation.	The provider's annual report to include details of number of ADR providers certified and assessment criteria used.
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KPI 2 – Reporting and Oversight

BEIS will be satisfied that the provider is performing to a high standard.	The provider will report to BEIS on their performance, including data demonstrating how they are achieving value for money and summaries of feedback and any complaints received from users.	All the requirements set out in the contract specification will be carried out to a high standard enabling the provider to demonstrate high performance	<p>The provider will seek feedback on their performance by key stakeholders, including ADR providers. BEIS and the provider will review feedback and performance.</p> <p>The provider's annual letter to the BEIS Secretary of State will detail their performance.</p>
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BEIS will be satisfied that the provider is performing to a high standard.	The provider will report to BEIS on the benefits and drawbacks businesses see when engaging with ADR.	The provider will collect all relevant information from ADR providers.	The provider's annual letter to the BEIS Secretary of State will give an assessment of the benefits and drawbacks of ADR to businesses.
BEIS will be satisfied that the provider is performing to a high standard.	The provider will report to BEIS on how ADR providers feed trends in the consumer sectors back to businesses.	The provider will be able to showcase relevant trends.	The provider's annual letter to the BEIS Secretary of State will illustrate ADR provider's efforts.
BEIS will be satisfied that the provider is performing to a high standard.	The provider will report to BEIS on how effective its promotion of ADR is, including data demonstrating responses from businesses and ADR providers.	The provider will be able to provide relevant data illustrating the efficiency of its promotion of ADR.	The provider's annual letter to the BEIS Secretary of State will detail their performance as promoter of ADR.
BEIS will be satisfied that the provider is performing to a high standard.	The provider will report to BEIS how they are encouraging accredited ADR	The provider will be able to illustrate how and what they've done to encourage improved standards amongst their accredited	The provider will outline their efforts to advocate and drive quality improvements and highlight poor

	providers to improve the quality of their ADR services.	members and highlight poor performers to BEIS.	performance in their quarterly reports.
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KPI 3 – Single Point of Contact

The single point of contact will report all relevant information to authorised international ADR CAs when requested by BEIS.	The provider will act on behalf of the Secretary of State as the single point of contact for ADR in the UK.	All relevant and requested information by BEIS will be supplied to relevant and authorised international ADR CAs.	The provider will gather the information required promptly.
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KPI 4 – Co-ordination with other Competent Authorities

CAs and relevant qualified professional bodies will share best practice and information on the certification process.	The provider will invite other CAs and other qualified professionals to join a forum for sharing information and driving 'best practice'.	The provider will be able to demonstrate efforts to take a lead on sharing lessons learned and best practice from these interactions.	The provider will share best practice and information on the certification process.
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KPI 5 – Fees

BEIS will be satisfied that the provider fee is compliant with MPM principles	The provider to discuss the proposed daily rate with ADR providers and breakdown the £750 daily rate into its constituent parts.	Secretary of State agrees the proposed daily rate as per the provider letter	The provider letter to the Secretary of State will give a detailed breakdown of how the proposed daily rate has been arrived at.
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KPI 6 – Administrative Functions

The administrative tasks will be carried out to a high standard and the provider will have a positive impact on the ADR landscape.	The provider will carry out the administrative tasks detailed in the specification to the contract on behalf of the Secretary of State to a high standard.	The provider will seek feedback from ADR providers and other CAs on their performance of the role.	The provider's annual letter to the Secretary of State will detail the types of administrative functions they have carried out, any issues identified and the impacts of them in the role.
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