

Part 2: Success Measures & Targets

AGP Supplier for AGP Framework 2020



Ref.	Success Measure	Success Measure Targets		Definition	Who collects data?	Frequency of Collection	How is data collected?	Qualifying Measure?
		Min Level	Target Level					
Project Measures and Targets								
PM-01	Client Satisfaction – Overall Performance	80%	90%	How satisfied the client was with the AGP Supplier's overall performance on the Project on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
PM-02	Client Satisfaction – Quality of the completed facility	80%	90%	How satisfied the client is with the completed facility on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	✓
PM-03	Client Satisfaction – H&S, Sustainability & Environmental Awareness	80%	90%	How satisfied the client was that the AGP Supplier demonstrated H&S, Sustainability and Environmental awareness on completed work on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
PM-04	Client Satisfaction - Creativity and Innovation	80%	90%	How satisfied the client was that the AGP Supplier demonstrated creativity and innovation throughout the project on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
PM-05	Time Predictability - Design Development	95%	97.5%	The difference between the agreed time period for Design Development against the actual time, measured against a Gantt chart	FMC to monitor progress of the actual time against the planned time	At the end of the Design Development Period and reported cumulatively on an annual basis	FMC reports against programme	X
PM-06	Time Predictability - Construction Period	95%	97.5%	The difference between the agreed time period for Construction against the actual time, measured against a Gantt chart	FMC to monitor progress of the actual time against the planned time	At the end of the Project and reported cumulatively on an annual basis	FMC reports against programme	✓
PM-07	Cost Predictability of the Project	95%	97.5%	The difference between the Contract Sum and the Final Account.	FMC to report when Final Account is agreed and published.	When the Final Account is agreed and then reported cumulatively on an annual basis	FMC to report.	✓

Ref:	Success Measure	Success Measure Targets		Definition	Who collects data?	Frequency of Collection	How is data collected?	Qualifying Measure?
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PM-08	End User Satisfaction - At Handover	80%	90%	How satisfied the end user is with the completed facility at handover on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	✓
PM-09	End User Satisfaction - At End of Defects	75%	85%	How satisfied the end user is with the completed facility following 12 months use (end of defects) on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of the defects liability period	At the end of the Defects Liability Period and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
PM-10	End User Satisfaction - Cost in Use	75%	85%	How satisfied the end user is with the completed facility in terms of cost in use following 12 months use (end of defects) on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of the defects liability period	At the end of the Defects Liability Period and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
Framework Measures and Targets								
FM-01	Environmental Considerations			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-02	Training & Employment			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-03	Local Supply Chain Engagement			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-04	Commitment to Framework Initiatives			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-05	Commitment to Framework Collaboration	80%	90%	An assessment made by the FMC, the Authority and its Partners on the Supplier's commitment to Framework Objectives on a 1-10 scale	Following the annual review with the Framework Operator	On an annual basis	FMC conducts a workshop with the Framework Operator and provides an overall assesment	X

* Client shall mean, Applicant, End User or Framework Partner

Part 2: Success Measures & Targets

Framework Managing Consultant for AGP Framework 2020



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		Min Level	Target Level					
Project Measures and Targets								
PM-01	Client Satisfaction – Overall Performance	80%	90%	How satisfied the client was with the Consultant's overall performance on the Project on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
PM-02	Client Satisfaction – Quality of the completed facility	80%	90%	How satisfied the client is with the completed facility on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	✓
PM-03	Client Satisfaction – H&S, Sustainability & Environmental Awareness	80%	90%	How satisfied the client was that the Consultant demonstrated H&S, Sustainability and Environmental awareness on completed work on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
PM-04	Client Satisfaction - Creativity and Innovation	80%	90%	How satisfied the client was that the Consultant demonstrated creativity and innovation throughout the project on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
PM-05	Time Predictability - Design Development	95%	97.5%	The difference between the agreed time period for Design Development against the actual time, measured against a Gantt chart	Alliance Manager to monitor progress of the actual time against the planned time.	At the end of the Design Development Period and reported cumulatively on an annual basis	FMC reports against programme	X
PM-06	Time Predictability - Construction Period	95%	97.5%	The difference between the agreed time period for Construction against the actual time, measured against a Gantt chart	Alliance Manager to monitor progress of the actual time against the planned time.	At the end of the Project and reported cumulatively on an annual basis	FMC reports against programme	✓
PM-07	Cost Predictability of the Project	95%	97.5%	The difference between the Contract Sum and the Final Account.	FMC to report when Final Account is agreed and published.	When the Final Account is agreed and then reported cumulatively on an annual basis	FMC to report.	✓

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PM-09	End User Satisfaction - At End of Defects	75%	85%	How satisfied the end user is with the completed facility following 12 months use (end of defects) on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of the defects liability period	At the end of the Defects Liability Period and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
PM-10	End User Satisfaction - Cost in Use	75%	85%	How satisfied the end user is with the completed facility in terms of cost in use following 12 months use (end of defects) on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of the defects liability period	At the end of the Defects Liability Period and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	X
Framework Measures and Targets								
FM-01	Environmental Considerations			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-02	Training & Employment			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-03	Local Supply Chain Engagement			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-04	Commitment to Framework Initiatives			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-05	Commitment to Framework Collaboration	80%	90%	An assessment made by the Client, the Authority and its Partners on the FMC's commitment to Framework Objectives on a 1-10 scale	Following the annual review with Alliance Team	On an annual basis	Independent Adviser conducts a workshop with the Alliance Team and provides an overall assesment	X

* Client shall mean, Applicant, End User or Framework Partner

Part 2: Success Measures & Targets

Specialist Testing Consultant for AGP Framework 2020



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Project Measures and Targets								
PM-01	Client Satisfaction – Overall Performance	80%	90%	How satisfied the client was with the Consultant's overall performance on the Project on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	FMC issues and receives form and reports findings to the Authority, its partners and the Employer.	✓
PM-02	Client Satisfaction – Quality of the service provided	80%	90%	How satisfied the client is with the service provided by the Consultant on a 1-10 scale	By the issue of a Customer Satisfaction form at the end of each project.	At the end of the Project and reported cumulatively on an annual basis	STC issues and receives form and reports findings to the Authority, its partners and the Employer.	✓
PM-03	Time Predictability - Time to produce reports	95%	97.5%	The difference between the agreed time period for providing reports against the actual time, measured against a Gantt chart	Alliance Manager to monitor progress of the actual time against the planned time.	For each survey and inspection required at each of the Key Stages	STC to report to Client on a project by project basis.	✓
Framework Measures and Targets								
FM-01	Environmental Considerations			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-02	Training & Employment			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-03	Local Supply Chain Engagement			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X

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FM-04	Commitment to Framework Initiatives			To be defined	To be defined	Quarterly, Annually or end of Project Reports	Monthly monitoring and progress Form to be completed by The Authority.	X
FM-05	Commitment to Framework Collaboration	80%	90%	An assessment made by the Client, the Authority and its Partners on the STC's commitment to Framework Objectives on a 1-10 scale	Following the annual review with Alliance Team	On an annual basis	Independent Adviser conducts a workshop with the Alliance Team and provides an overall assesment	X

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