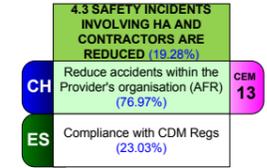
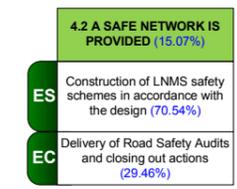
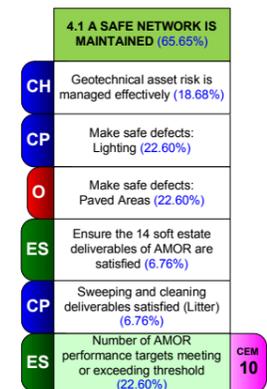
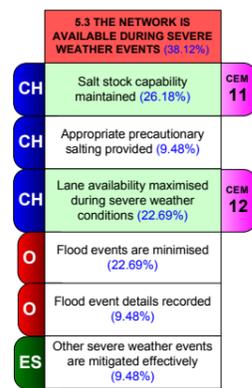
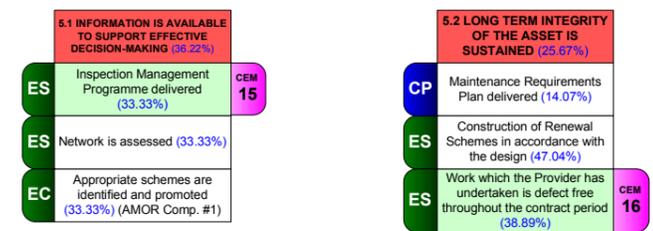
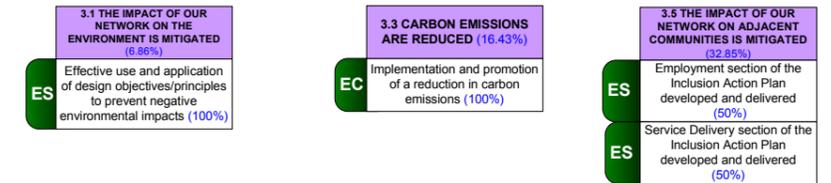
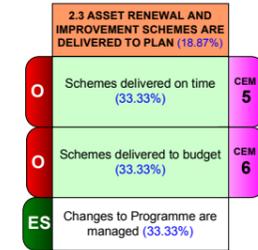
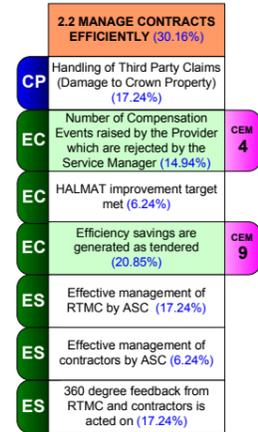
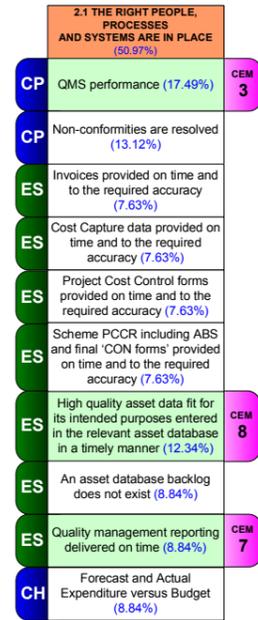
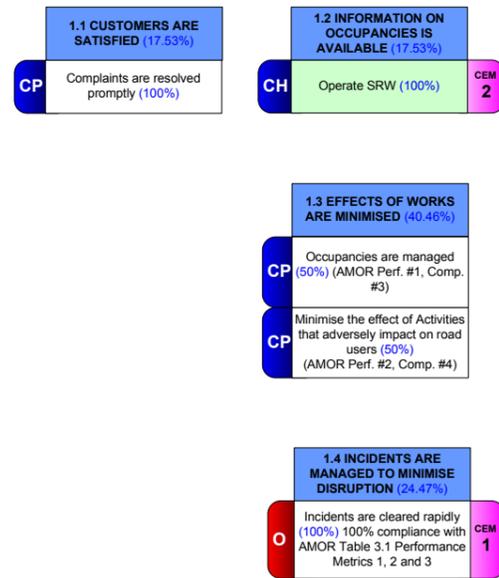


MST: Asset Support Contract Performance Management Framework Performance Hierarchy Poster

Version 1.1 – May 2012



Strategic Goal	CH	CP	O	ES	EC	Total
Trusted Service	1	3	1	0	0	5
Delivery	1	3	2	11	3	20
Sustainability	0	0	0	8	1	9
Safety	2	2	1	4	1	10
Asset	3	1	2	5	1	12
Total	7	9	6	28	6	56

KEY

STRATEGIC GOAL

Lever

Aspect

Contract Extension Metric

CH Constructed data from HA loaded into PMF-Plus e.g. SRW

CP Constructed data from Provider loaded into PMF-Plus e.g. Complaints

O Operational data from Provider loaded into PMF-Plus, e.g. Incidents

EC Evidence-based constructed score, e.g. HALMAT

ES Evidence-based subjective score, e.g. management of RTMC

CEM Contract Extension Metric No. Line item in AMOR s/sheet