**OPM’s for Ironwork Replacement & Adjustments**

***OPM01 – Customer feedback satisfaction scorecards -  75% pass***

***OPM08 – Schemes completed to programme – 90% pass***

***OPM28 – Schemes assessed as fault free at completion – 95% pass***

***OPM34 – Percentage of defect notifications completed on time – 95%***

***OPM18 – Adherence to quality standards on signage, guarding and notice boards – 98% pass***

The Subcontractor will put at risk 3% (designed to represent average profit) of the amount due at each months application. The Subcontractor will then be judged on the % of the ‘applicable OPMs’ they meet each month. This will be used to determine the ‘risk % due’ for that month. For instance:

**Example 1 (standard ‘risk % due’ calculation)**

Risk %: 3%

Applicable OPMs for Month y: 3

No. of Applicable OPMs met for Month y: 2

Total Profit: 2/3 x 3% = 2.01% risk % due for month y