

CATEGORY	Key Performance Indicator	Measurement	Target Service Level	Frequency of Activity/Monitoring	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
Delivery	Assignment Fill Times (Direct/Single Supplier)	The Service Provider will fill all Assignments where CVs are not requested to the specified timescales	98.0%	Monthly, based on a rolling quarter	100%						
		Urgency	Timescale								
		Within 4 hours	Within 30 minutes								
		Within 24 hours	Within 1 hour								
		Within 3 working days	Within 4 hours								
Otherwise	Within 48 hours										
Delivery	CV Volume	Percentage of roles where number of accepted CVs requested is matched by number of CVs supplied by the Service Provider	98.0%	Monthly, based on a rolling quarter	100%						
Delivery	Fulfilment rate (Standard roles)	Percentage of assignments where there is supply of a suitable Temporary Worker, accepted by the Hiring Manager, within the timeframe as set out in the Service Level Agreement and the Temporary Worker remaining in the post of either the duration of the assignment or one month, whichever is sooner. Extensions, re-bookings or referred Temporary Workers shall be discarded from the calculations	98.0%	Monthly, based on a rolling quarter	100%						
Delivery	Fulfilment rate (Hard to Fill roles)	As Above	90.0%	Monthly, based on a rolling quarter	100%						
Delivery	Completion Rate	Percentage of appointed Temporary Workers completing the assignment	90.0%	Monthly, based on a rolling quarter	100%						
Delivery	Rejection rate (CVs)	Percentage of CVs rejected by the Hiring Manager as a percentage of all CVs submitted where a rejected CV is defined as a CV where the Hiring Manager has marked the proposed CV as unsuitable for experience, qualifications	2%	Monthly, based on a rolling quarter	2.10%						
Delivery	Rejection rate (Service Provider appointed worker)	Percentage of Service Provider appointed Temporary Workers rejected by the Customer as unsuitable within 5 working days or less of all Service Provider appointed Temporary Workers	2%	Monthly, based on a rolling quarter	0%						
Delivery	Service Provision	Percentage of time Service Provider's staff on Customer site	100%	Monthly, based on a rolling quarter	N/A						

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Delivery	Rejection rate (Service Provider appointed worker)	Percentage of Service Provider appointed Temporary Workers rejected by the Customer as unsuitable within 5 working days or less of all Service Provider appointed Temporary Workers	2%	Monthly, based on a rolling quarter	0%			
Delivery	Service Provision	Percentage of time Service Provider's staff on Customer site	100%	Monthly, based on a rolling quarter	N/A			
Delivery	Service Provision (Proactive)	Percentage of daily proactive contacts made	100%	Monthly, based on a rolling quarter	100%			
IT Systems	Web Portal	Percentage of uptime of the web portal	99.50%	Monthly, based on a rolling quarter	100%			
Management	Customer satisfaction	Quarterly net promoter score	10	Quarterly after first six months	To be carried out 01/01/2021			
Management	Complaint Response	The Service Provider must acknowledge the complainant and inform the Contract Manager of any complaint by the end of the second full working day after receipt. In doing so, the Service Provider will inform the Contract Manager of the issue, an initial analysis of cause and a proposed resolution.	100%	Monthly from start of contract	100%			
Management	Complaint Response	The Service Provider will satisfactorily close all complaints within 28 working days of receipt.	100%	Monthly from start of contract	100%			