Contract performance review meeting template

# Introduction

The contract performance review meeting template is a list of items that should be covered off during a contract and performance review meeting. These meetings can take place annually, bi-annually or quarterly depending on the complexity of the contract and the desired level of performance monitoring.

# Meeting details:

| Item | Description |
| --- | --- |
| **Time / date of meeting** | *XX:XX am/pm on DD/MM/YY* |
| **Nature of meeting** | *[e.g. 6 monthly formal performance review]* |
| **Customer representatives** | *[Name, position]*  *[Name, position]* |
| **Supplier representatives** | *[Name, position]*  *[Name, position]* |
| **Location** | *[insert location of meeting]* |

# Agenda:

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| --- | --- | --- |
| Duration (Typical) | Description | Responsible |
| 10 – 20 mins | Introduction /agenda | CO/CM |
| 10 – 20 mins | Status of action items | CA |
| 15 – 30 mins | Health, Safety and Environment | CM |
| 45 – 60 mins | Key performance indicators (KPIs) and performance highlights | CM |
| 10 – 20 mins | Risks, issues and complaints (customer perspective) | CM |
| 10 – 20 mins | Risks, issues and complaints (supplier perspective) | Supplier |
| 10 mins | Benchmarking/best practices | Supplier/CM |
| 10 – 20 mins | Opportunities (technical/innovation) | Supplier |
| 10 – 20 mins | Performance improvement plans | CM/Supplier |
| 10 – 30 mins | Any other business | CA |
| 15 mins | Wrap-up/action items | CA |

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| --- | --- |
| 1. **Contract details** | |
| **Contract name/ID #** | *Insert contract name or ID number* |
| **Supplier name** | *Insert supplier name* |
| **Contract summary** | *Brief description of the goods/services covered by the contract* |
| **Contract term** | *Insert contract commencement and term of contract e.g. “3 years commencing on DD/MM/YY”* |
| **Contract status** | *Overview of current contract status including spend against contract, expiry dates, recent variations or extension, etc.* |

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| 1. **Status of action items** |
| *Outline of current actions required by customer or supplier related to the contract or the last performance meeting* |

| 1. **Deliverables, milestones and payment schedule**   *List all deliverables and milestones in relation to service delivery, including the relevant reporting (e.g. progress reports, activity reports etc) along with delivery and payment dates.* | | | | |
| --- | --- | --- | --- | --- |
| **Key tasks with deliverables/milestones** | **Delivery date** | **Status** | **Payment amount** | **Payment date** |
| *Key milestone* | *date* |  | *$[insert]* | *DD/MM/YY* |
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| 1. **Health, safety and environment** |
| *Describe any issues and actions related to health, safety and environment* |

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| --- | --- | --- | --- |
| 1. **Scorecard, service level and KPI review** | | | |
| **Service level or KPI** | **Target** | **Rating** | **Comments** |
| *Insert KPI or service level* |  | *e.g. acceptable* | *Comments* |
|  |  | *not acceptable* |  |
|  |  |  |  |

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| 1. **Issues to be addressed** |
| *Identify any risks or outstanding issues to be addressed* |

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| 1. **Benchmark/best practices** |
| *Any benchmark and leading practices identified* |

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| 1. **Opportunities/performance improvement plans** |
| *Any opportunities identified for improvements/innovation on either customer or supplier side?*  *What is the performance improvement plan?* |

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| 1. **Other business** |
| *Include any key business updates or other information that should be noted during the performance review* |

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| --- | --- |
| 1. **Action items** | |
| *List action items for next meeting* | |
| ***Action*** | ***Person responsible*** |

|  |
| --- |
| 1. **Next meeting** |
| *Outline when the next performance meeting will take place* |

***Contract performance review meeting template***

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| --- | --- | --- |
| **Version** | **Date** | **Comments** |
| v1.0 | July 2019 | Published |
| v1.1 | June 2025 | Minor updates made – highlights:   * DHPW corporate branding * Version change log, ‘Contact us’, ‘Disclaimer’ and ‘Administration’ sections added |

**The State of Queensland (Department of Housing and Public Works) 2025**

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**Contact us**

We are committed to continuous improvement. If you have any suggestions about how we can improve this document, or if you have any questions, contact us at [betterprocurement@epw.qld.gov.au](mailto:betterprocurement@epw.qld.gov.au).

**Disclaimer**

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**Administration**

Version 1.1 of this document replaces all previous versions of this document and takes effect immediately.