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*** |

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| --- |
| 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
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**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.

**Disclaimer**

This document is intended as a guide only for the internal use and benefit of government agencies. It may not be relied on by any other party. It should be read in conjunction with the Queensland Procurement Policy, your agency’s procurement policies and procedures, and any other relevant documents.

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**Administration**

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