Contract key performance indicator development template

# Introduction

This template can be used to explain what key performance indicators (KPIs) will be measured (and why), minimum performance requirements, frequency of measurement and responsibility for measurement. It can also be used to capture reporting on performance against the agreed KPIs.

# Overall summary

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **KPI name** | **KPI description** | **Frequency** | **Target** | **Measurement responsibility** | **Performance ratings** | **Weighting** | | **Score** |
| 1 |  |  |  |  |  | 0 = Minimum requirements  1 = Meets Minimum requirements  2 = Exceeds minimum requirements  3 = Meets stretch requirements  4 = Exceeds stretch requirements |  | |  |
| 2 |  |  |  |  |  |  |  | |  |
| 3 |  |  |  |  |  |  |  | |  |
| 4 |  |  |  |  |  |  |  | |  |
| 5 |  |  |  |  |  |  |  | |  |
| **Total** | | | | | | | | **100%** |  |

# Detailed description (complete for each KPI)

|  |  |
| --- | --- |
| **[KPI number] KPI name** | **[*EXAMPLE:*  On-time delivery]** |
| **Definition** *(what)* | **Definition** *(what)* |
|  | E.g. This indicator measures the percentage of all orders delivered by the requested delivery date, as indicated in the PO/contract during a defined period of time. |
| **Formula** *(how)* | **Formula** *(how)* |
|  | number of orders delivered by requested date  E.g.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  total number of orders delivered **\***100 |
| **Purpose** *(why)* | **Purpose** *(why)* |
|  | E.g. Logistics managers can use this indicator to monitor supplier response time on shipments over a specified period of time. |
| **Measurement accountability** (who) | **Measurement accountability** (who) |
|  |  |
| **Data sources** (where) | **Data sources** (where) |
|  | * E.g. Procurement records * E.g. Receipt records * E.g. Customs records |
| **Data requirements** | **Data requirements** |
|  | * E.g. Delivery dates as indicated in POs/contracts * E.g. Number of orders delivered by requested date * E.g. Total number of orders delivered during specified time period |

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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**

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.

The Department of Housing and Public Works disclaims all liability that may arise from the use of this document. This document should not be used as a substitute for obtaining appropriate probity and legal advice as may be required. In preparing this document, reasonable efforts have been made to use accurate and current information. It should be noted that information may have changed since the publication of this document. Where errors or inaccuracies are brought to attention a reasonable effort will be made to correct them.

**Administration**

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