

S418: Monitor and evaluate contracts

Overview: Monitor and evaluate contractors' performance against agreed objectives of the contract.

Links: Business Resources; Communications

Specific skills:

- Analysing
- Monitoring
- Planning
- Problem-solving
- Evaluating
- Negotiating
- Prioritising
- Reporting

Performance Indicators

Monitor contractors' performance

1. Develop and maintain relationships with contractors
2. Communicate with contractors and others involved
3. Check compliance with contract, taking into account legal, regulatory and organisational requirements
4. Make sure contract objectives are being met
5. Agree action to rectify non-compliance
6. Deal with breaches of contract within acceptable timescales

Evaluate contractors' performance

7. Agree sources of information for evaluation
8. Gather and analyse information
9. Identify and report on contractors' strengths and areas for improvement

Knowledge & Understanding

Monitor contractors' performance

- A. The legal, regulatory and organisational requirements governing contracts
- B. The purpose and benefits of building working relationships with contractors
- C. The different methods of monitoring deliverables and compliance with a contract
- D. How to track the achievement of contract objectives
- E. What constitutes a breach of contract and what to do if it occurs

Evaluate contractors' performance

- F. The different types of information sources and types of information to use to evaluate contracts
- G. The purpose and benefits of evaluating and reporting on contractors' strengths and areas for improvement