

The Six Categories of Performance Metrics Most Often Measured on a Government Contract

1. Delivery/schedule (Timeliness)

- *Did the contractor provide deliverables in a timely and effective manner and in accordance with established milestones?*

2. Product/service quality

- *Quality is a mandatory evaluation factor and a mandatory performance review element in Government contracts.*
- *Could include: Percent of product that meets customer expectations; Time to answer customer complaints; Number of customer complaints; Percent of employees active in professional societies; Number of audits performed on schedule; Percent of Quality Assurance (QA) personnel to total personnel; Percent of Quality Evaluations (QE) to product; Number of requests for corrective action; Time required to process a request for corrective action; Number of off-specifications approved; Number of manufacturing interruptions; Percent of qualified suppliers; Cost of scrap and rework; Level of customer surveys.*

3. Business relations

- *Is the contractor responsive and proactive in resolving problems?*
- *Are the contractor's channels of communication within its own organization and with Government personnel adequate and efficient?*
- *How effective is the contractor at managing and controlling the performance of subcontractors and suppliers?*

4. Management of key personnel

- *Are technical experts highly qualified and effective in performing the required services?*
- *Are an appropriate number of personnel assigned to the project?*
- *Do the delivered products reflect skill and standardization required by the customer?*
- *Does the CO or the COR have to convey directives/information to more than one person in the contractor's organization?*

5. Customer satisfaction

- *How promptly and effectively does the contractor respond to the needs, requests, and demands of the COR, the CO, and the end user?*

6. Compliance

- *Occupational Safety and Health Administration (OSHA) rules*
- *Environmental Protection Agency (EPA) rules*
- *Labor laws*
- *Small Business Subcontracting Plan*