



# PERFORMANCE REPORT FORM

## DIT Building Prequalification System

### Contractor Details

Trading name of the Contractor

Contact person

Contact telephone number

### Contract Details

Project name / location

Contract description

If sub-contractor work – name of main contractor

Client name

Tender price (value of tender \$000)

Final contract sum (\$000)

Date of acceptance of tender

Date of practical completion (or equivalent)

Performance reports must have been prepared at least three (3) months after project practical completion (or equivalent).

## Referee details *(To be completed by the referee ONLY)*

Referee name

  

Referee's phone number

Organisation

Referee's role in project

### Rating Scale

- |          |  |
|----------|--|
| <b>E</b> | Outstanding standard of performance<br>(Significantly and consistently above service expectations – best practice)                         |
| <b>G</b> | More than meets the required standard of performance<br>(Consistently above specified requirements / service expectations)                 |
| <b>S</b> | Meets the required standard of performance<br>(Achieved specified requirements / service expectations)                                     |
| <b>U</b> | At times did not meet the required standard of performance<br>(Did not consistently achieve specified requirements / service expectations) |
| <b>P</b> | Does not meet the minimum standard of performance<br>(Failed to achieve specified requirements / service expectations)                     |

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**+** Plus For **E**, **G** or **S** ratings assessed at **high** end of the descriptor

**-** Minus For **U** or **P** ratings assessed at **low** end of the descriptor

Inclusion of **+/-** with descriptors is **optional**

**Please Note:** Sections A through to G are to be completed by the referee ONLY, according to the 'Rating Scale' above.

If completing this form online, please select rating from the dropdown menu on the left. If completing manually, please write the letter that corresponds to the applicable rating in the left column.

|                  |  |
|------------------|--|
| <b>Section A</b> | <b>Rate the performance of the Contractor on the contract</b>  |
|                  | Timeliness in dealing with contractual matters including variations  |
|                  | Accuracy and detailing of claims for contractual variations including extensions of time                                     |
|                  | Level of good faith and fair dealing   |
|                  | Level of cooperation with client and end user  |
|                  | Responsiveness to communication and requests for information   |
|                  | Ability to manage unexpected issues or challenges  |
|                  | Awareness of statutory obligations, including trade practices, consumer affairs and legislation                              |
|                  | Level of compliance in meeting statutory requirements, including trade practices, consumer affairs and training legislations |
|                  |  |
| <b>Section B</b> | <b>Rate the performance of the Contractor on the contract in relation to the contractor's Technical Capability</b>           |
|                  | Quality of work and compliance with specifications   |
|                  | Supervision / control of sub-contractors   |
|                  | Rate of progress (in relation to contract program)   |
|                  | Sufficient resources (labour)  |
|                  | Effectiveness of project personnel   |
|                  | Relevant experience of the site project personnel  |
|                  |  |
| <b>Section C</b> | <b>Rate the performance of the Contractor on the contract in relation to the contractor's Financial Capability</b>           |
|                  | Sufficient resources (materials)   |
|                  | Payment of accounts – subcontractors and suppliers   |
|                  |  |
| <b>Section D</b> | <b>Rate the performance of the Contractor on the contract in relation to the contractor's WH&amp;S on site management</b>    |
|                  | Safe work practices in evidence  |
|                  | Effectiveness of site management   |
|                  | Site initiation process in place   |

|                  |  |
|------------------|--|
| <b>Section E</b> | <b>Did the Contractor implement a Quality Assurance system on the contract works?</b> (Please indicate Yes or No)  |
|                  |  |
|                  |  |
| <b>Section F</b> | <b>Rate the performance of the Contractor on the contract in relation to implementation of the contractor's Quality Assurance system or Quality Management processes</b> |
|                  | Level of implementation and effectiveness of Quality Assurance system or Quality Management processes  |
|                  | Standard of quality achieved   |
|                  |  |
| <b>Section G</b> | <b>Rate the Contractor's use of Best Practice procedures on the contract in relation to the criteria detailed in the Code of Practice</b>                                |
|                  | Effectiveness of practices in achieving a high level of customer service leading to client satisfaction with project outcomes  |
|                  | Level of implementation of best practice procedures/systems  |

**Declaration**

I hereby declare the above to be my assessment of the performance of the contractor

Signature of referee \_\_\_\_\_

Date \_\_\_\_\_

**For use on DIT projects only**

Performance report has been forwarded to the contractor and opportunity provided for the contractor to note any process issues.

Signed \_\_\_\_\_

Date \_\_\_\_\_