

CONTRACT MANAGEMENT EIGHT KEY METRICS

The Jacksonville Aviation Authority (JAA) manages all Suppliers under contract with the goal of creating a working partnership with the Supplier.

Eight Key Metrics have been developed to assist in this effort and become a part of any Supplier contract relationship.

A Successful Supplier performs as follows:

1. CUSTOMER SERVICE

Provides excellent customer service to JAA and to the public

2. COST

Price - Offers the best price as quoted without change orders;
Service - Holds and manages costs to avoid exceeding budget projections and delivers service in a cost effective manner
Time & Material – Provides estimates that are materially accurate

3. DELIVERY SCHEDULE / TIMELINESS

Goods and services are delivered according to schedule or promise date

4. QUALITY

Provides the highest level of quality goods and services

5. BILLING AND INVOICING

Submits detailed and accurate invoices matching work performed

6. COMPLIANCE

Complies with all terms and conditions of contract with regular management review of scope of services; delivers on all contractual promises

7. SAFETY

Staff is trained and properly equipped to perform work safely

8. VALUE-ADD (when applicable)

Provides additional value beyond contracted terms of the agreement (e.g., identified opportunities for JAA to be more efficient or reduce costs)

JAA takes into consideration past contract performance when making new awards, so success under a JAA contract is a WIN-WIN for the supplier and JAA!



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