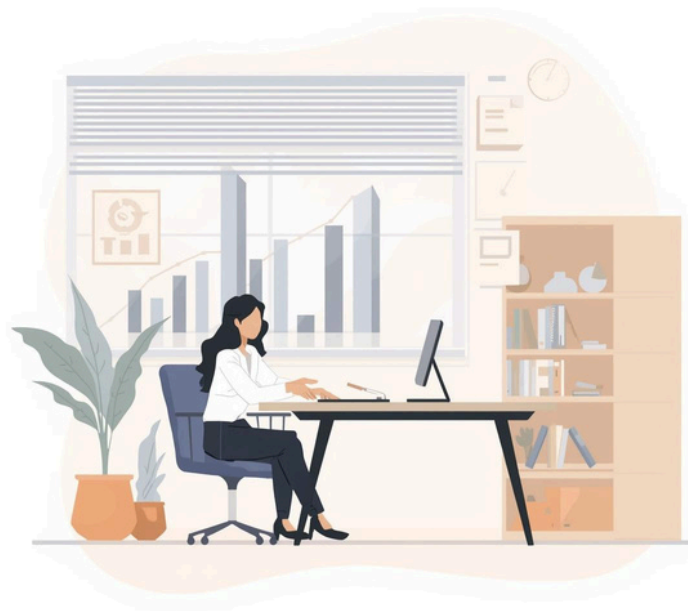


# TUESDAY'S

# TOP TIP



OUR WEEKLY DOSE OF SMART BUSINESS AND FINANCE TOP TIPS



## Undertaken contract management meetings and produce KPIs

### Why?

#### Cost

- Review service levels, pricing, and risks regularly
- Agree improvement plans with suppliers

#### Value for Money & Performance

- Use KPIs tied to outcomes (uptime, satisfaction, savings)
- Capture all details in the school's contract register

### Useful Resources

- CCS – Contract management
- DfE – Buying for schools

### Benefit

Regular contract management meetings, supported by clear and measurable KPIs, help ensure that suppliers continue to deliver the quality, reliability, and value originally agreed. By actively reviewing performance against defined service levels such as responsiveness, user satisfaction, and cost savings schools can quickly identify underperformance, emerging risks, or areas where service delivery has drifted over time.

Consistent monitoring also strengthens value for money. Tracking KPIs not only helps verify that the school is receiving what it is paying for, but also provides evidence to negotiate improvements, secure efficiencies, or challenge unjustified price increases. strategically.

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