



What to monitor and measure



Public Procurement Principle: **Evaluation**



Procurement Stage: **All phases**



Audience: **Policy makers, Procuring entity**

Description

Box 9.8. What to monitor and measure? Some examples of factors the SGNL may want to address during contract monitoring include the following:

- ensuring that the contractor meets minimum service standards
- tallying the number of customer complaints
- reporting against key criteria as required by the contract
- benchmarking of performance with other suppliers and other comparative performance activities
- quality of regular stakeholder meetings
- financial management aspects
- information technology aspects
- other performance measures specifically applicable to procurement.

Source: OECD (2018), Public Procurement in Nuevo León, Mexico: Promoting Efficiency through Centralisation and Professionalisation, OECD Public Governance Reviews, OECD Publishing, Paris. https://read.oecd-ilibrary.org/governance/public-procurement-in-nuevo-leon-mexico_9789264288225-en#page3

