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Service delivery and performance monitoring in PFI/PPP projects

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Abstract

Value for money in a PFI project depends crucially on performance monitoring to

provide incentives for improvement and to ensure that service delivery is in accordance

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exchange for minor contract variations in the output specification, both the public and

private sectors are undergoing a learning process which should lead to improvements in future PFI contracts.

performance monitoring output specification **Q** Keywords: Service delivery PFI/PPP projects

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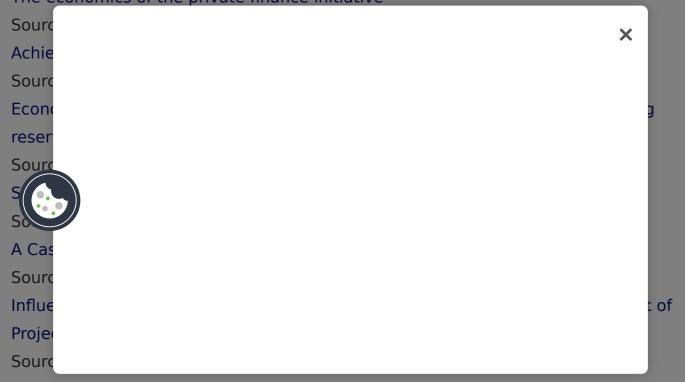
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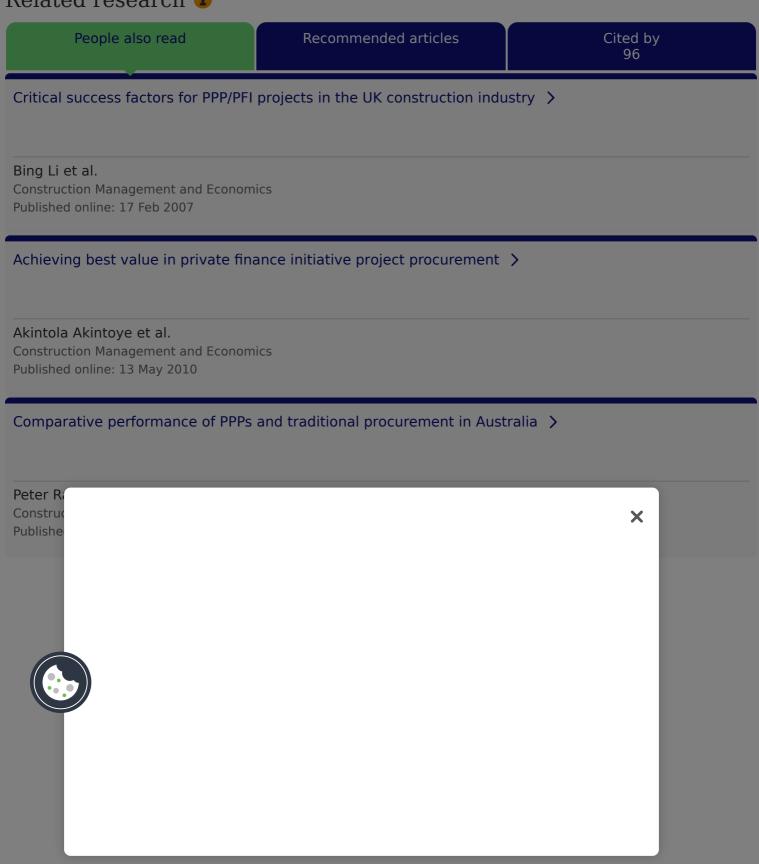


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