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Service delivery and performance monitor

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PAPERS

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 with the output specification. However, the effectiveness of performance monitoring and output specification cannot be fully assessed until PFI projects become operational. There is a need to examine the role of the performance monitoring mechanism in

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

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

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