

Singapore OBC scorecard configuration worksheet

Turn the tender into a clear brief for the scorecard, source records and review workflow.

CONTRACT

CADENCE

CLIENT

EFFECTIVE

PREPARED BY

LOCATIONS

HOW TO USE IT Use one row for every score-bearing KPI and copy the tender's wording. Name the exact source record: inspection checklist, work-order category, priority, SLA or schedule, form, or external-system field. Under Measure + target + frequency, include the expected frequency for that KPI. Use the tender's scoring scale and label outputs as points or percentages. The shaded e.g. row is only an illustration. Total weights must equal 100%.

Your scorecard

ONE ROW PER SCORE-BEARING KPI

NO.	KPI / CONTRACT REQUIREMENT	SOURCE RECORD	MEASURE + TARGET + FREQUENCY	SCORING RULE	WT %
e.g.	Service quality Weekly inspection result	Inspection · agreed checklist	Average % Weekly Target ≥ 90%	≥90 → 20 pts 80-89.9 → 15 pts <80 → 0 pts (20 max)	20
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
				TOTAL WEIGHT	100

More than 10 KPIs? Continue on another copy and carry the total weight forward.

Decide how the scorecard should work

Write the agreed rule, not a monthly result. Each example below shows the kind of answer needed.

EXTERNAL DATA Record the source system and field on page 1. Sensor and external-system inputs are mapped with CleanLog during integration setup.

01 Scope and reporting period

What is included?

List the locations and services covered by this scorecard.

When does the period close?

For example: monthly, with records due by the 3rd business day.

What happens to late or missing records?

Choose a rule: score zero, exclude with approval, carry forward, or other.

02 Scoring exceptions

How are N/A items treated?

For example: remove them from the denominator rather than score zero.

When is the score rounded?

For example: round the final total to one decimal place.

What is the default record-count rule?

State how missing or extra records affect results and list any KPI exceptions.

03 Review and change control

Who signs the monthly report?

Name the provider role and the client role.

How long does the client have to review it?

For example: five business days after issue.

When should a successor correction take effect?

CleanLog keeps the signed original locked and preserves the revision trail.

04 Contract response

What score passes?

For example: 80 out of 100.

What happens below the threshold?

For example: submit a corrective action plan within five business days.

Are there contract consequences or overrides?

Record any fee adjustment, escalation, critical-failure override, or none.

Configuration handoff **COMPLETE ALL SIX BEFORE GO-LIVE**

- | | |
|--|--|
| ☐ Every KPI has a named source | ☐ One example result has been tested |
| ☐ Every target has a scoring rule | ☐ Exceptions and sign-off are agreed |
| ☐ KPI weights total 100% | ☐ External inputs have an owner or are marked N/A |

HANDOFF OWNER

TARGET SETUP DATE