

Appendix 2 – KPI 3 Quality (Invoices) Results Table

KPI 3 – Contract KPI Quality (Invoices):

2018/19	No of payment requests	Payment requests put on hold	% Approved First Time
April to June	225	2	99.11%
July to Sept	262	0	100.00%
Oct to Dec	291	2	99.31%
Jan to Mar	370	0	100.00%
TOTAL	1148	4	99.65%