

Master List/ Matrix/ Table

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Data to be Analysed		Frequencies of Analysis	Method of Analysis
1.	Payment process	Quarterly	a) Table
2.	Overall Performance of suppliers/ contractors	Half-yearly	a) Table b) Bar graphs
3.	Work Quality of suppliers/ contractors	Half-yearly	a) Tables b) Bar graphs
4.	Punctuality of suppliers/ contractors	Half-year	a) Tables b) Bar graphs
5.	Specification of services/ supplies provide by suppliers/ contractors	Half-year	a) Tables b) Bar graphs
6.	Service performance versus price	Half-year	a) Tables b) Bar graphs
7.	Number of complaints received	Quarterly	a) Bar graphs
8.	Number of compliments received	Quarterly	a) Bar graphs

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