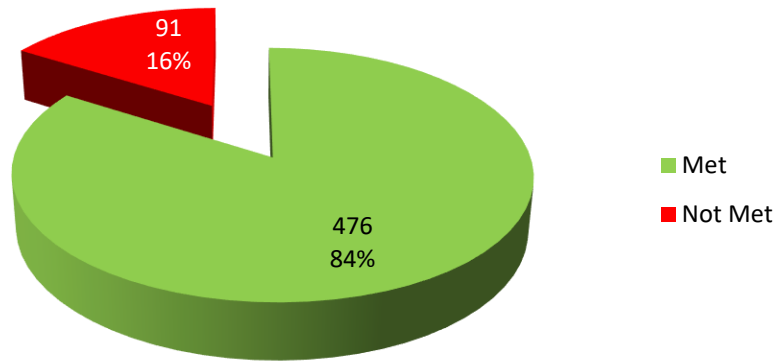# Q1 - FY 2021-22 Procurement Service Standard Reporting
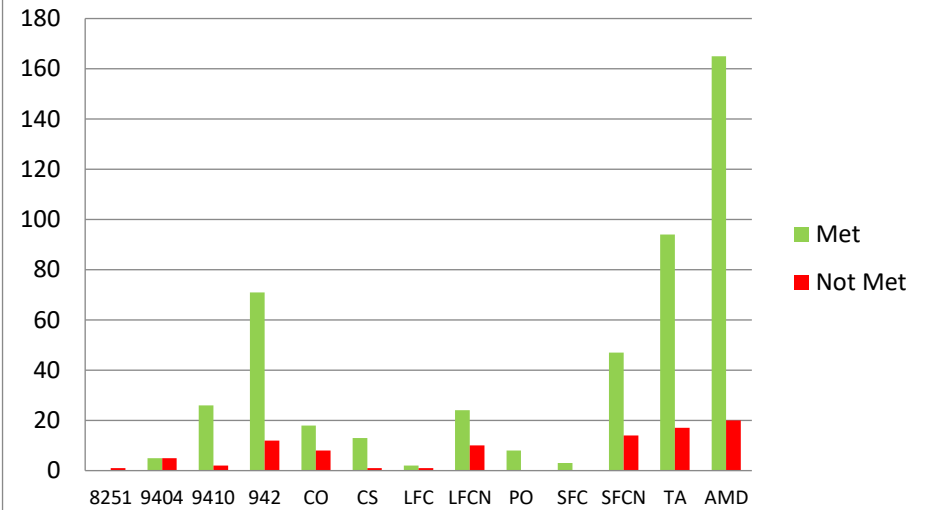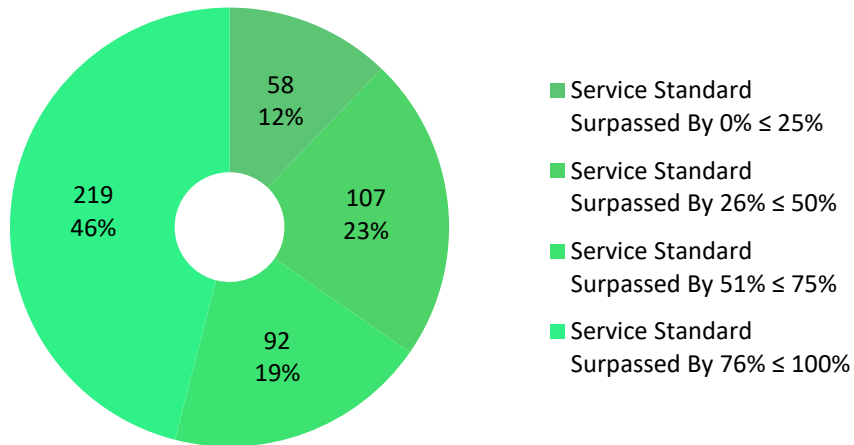
How often did we meet / not meet the Service Standards?

- Met: 476 (84%)
- Not Met: 91 (16%)

How often did we meet the Service Standards by Order Type[1] ?

Order Type	8251	9404	9410	942	CO	CS	LFC	LFCN	PO	SFC	SFCN	TA	AMD
Met	~1	~4	26	71	18	13	~2	24	~8	~3	47	94	165
Not Met	~1	~4	~2	12	8	~1		10			14	17	20

When we met...by how much?

- Service Standard Surpassed By 0% ≤ 25%: 58 (12%)
- Service Standard Surpassed By 26% ≤ 50%: 107 (23%)
- Service Standard Surpassed By 51% ≤ 75%: 92 (19%)
- Service Standard Surpassed By 76% ≤ 100%: 219 (46%)

When we did not meet...by how much?

- Service Standard Exceeded By 0% ≤ 25%: 22 (24%)
- Service Standard Exceeded By 26% ≤ 50%: 11 (12%)
- Service Standard Exceeded By 51% ≤ 75%: 15 (17%)
- Service Standard Exceeded By 76% ≤ 100%: 20 (22%)
- 23 (25%)
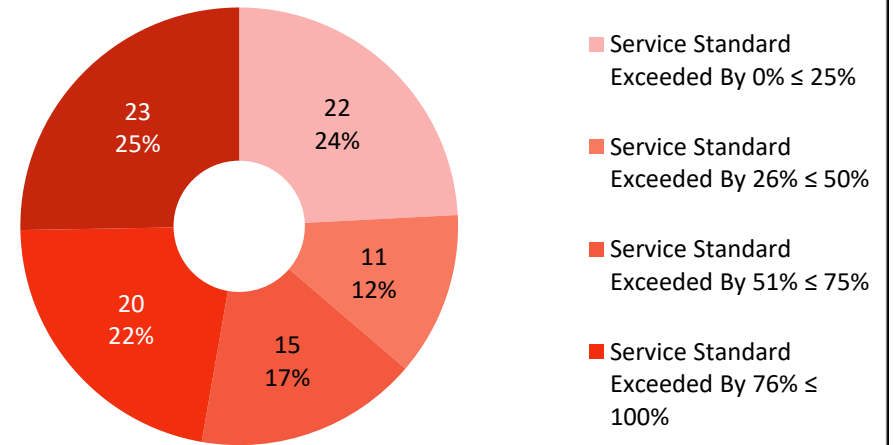
NOTES:

1 See next page for a description/translation of Order Type codes

This is not a report on workload as it does not include work associated with the following contracting activities: non-financial amendments, outline agreements, coding changes or movement of money. We do not report on performance against service standards for requirements at SSC and PSPC.

Published Service Standards are available on iService

	English	French
8251	THS	SAT
9404	PSPC Tool (SA - Competitive)	Outil SPAC (AMA – Compétitif)
9410	PSPC Tool (SA - Non Competitive)	Outil SPAC (AMA-Non-Compétitif)
942	Call-Up	Commande subséquente
CO	Confirming Order	Confirmation de Commande
CS	Commissionaire Services	Services de commissionnaires
LFC	Long Form - Bid Acceptance	LFC - Acceptation Offre
LFCN	Long Form - Direct Negotiation	LFC- Négocié
PO	Purchase Order	Commande d'achat
SFC	Short Form - Bid Acceptance	SFC - Acceptation Offre
SFCN	Short Form - Direct Negotiation	SFC - Négocié
TA	Task Authorization	Autorisation des tâches
AMD	Amendments	Modification