

Contractor Management KPI Tracker

One page, 10 measures: 8 leading and 2 lagging. Fill in the baseline column first, from last quarter. At each review, move the last result into the previous-period column so the trend shows, then review leading measures monthly and lagging ones quarterly. Use it with the guide Contractor Management KPIs.

Business, portfolio or depot network

Reviewed by

Quarter reviewed (DD/MM/YYYY to DD/MM/YYYY)

#	Measure	Type	Formula	Data source	Owner	Target, and where it comes from	Baseline	Previous period	This review	Action a bad number triggers
1	Time to approved	Leading	Median days from invitation to every required item approved (approval date minus invitation date)	Register or onboarding records		Set your own baseline from the last 20 contractors onboarded				Split the delay: waiting on the contractor, or waiting on your reviewer (see 5)
2	Share of active contractors fully approved	Leading	Active contractors (a current job or a sign-in within the last 30 days) holding every required item, approved and in date, divided by all active contractors	Register export filtered the same way		Our judgement: anyone cleared to sign in holds every item				List contractors with a gap by start date and chase before they arrive
3	Induction complete before first sign-in	Leading	First sign-ins with a complete, in-date induction divided by all first sign-ins	Induction completion records; sign-in register		Our judgement: every first sign-in				Check the induction is assigned to that contractor category and enforced at that sign-in point
4	Expiries caught before lapse	Leading	Items replaced and approved on or before expiry, divided by items that reached expiry in the period	Expiry and approval dates in the register		Set your own baseline from last quarter				For each miss, find who held the replacement and when they were told: remind earlier, or name the escalation owner
5	Review turnaround	Leading	Median and longest days from submission to decision; share rejected on the first pass	Register timestamps		Set your own baseline; agree a service level with reviewers				Give the queue an owner and cover for leave; read the rejection reasons
6	Sign-ins overridden	Leading	Overridden sign-ins divided by all sign-ins, times 100 (refused sign-ins only if your system records them)	Sign-in register; override record (app log or site manager's form)		Set your own baseline from the first month				List each override by cause: review queue, fix 5; expired items, fix 4. Zero for months: check the gate is checking
7	Overrides with a reason	Leading	Overrides with a named approver and a written reason, divided by all overrides	Override record: app log, site manager's form or register column		Our judgement: a reason on every override				Missing reasons go to the site manager the same week; trace a climbing rate to one gate or supervisor
8	Expired items found on site	Lagging	Count of workers found on site with an expired item the check had not stopped	Monthly sample of 10 people on site checked against the register; audits		Our judgement: zero				Treat each find as a failed control: was the gate off, the status stale, or an override used?
9	Corrective action close-out	Leading	Actions closed within 15 days of the due date (set your own window) divided by actions due; median days to close	Action register		Published example (WorkSafe WA, 18 January 2024, for petroleum operators): every action closed within 15 days of the due date, and audit non-conformances within 30. Management sets the tolerance				Escalate overdue high-risk actions to the manager who engaged the contractor; hold a performance conversation for repeat misses
10	Incidents per million hours on site	Lagging	Incidents involving contractor workers x 1,000,000, divided by contractor hours on your sites	Incident register; sign-in and sign-out records or timesheets		Reference only: Safe Work Australia serious claims frequency rate, 2023-24 preliminary, 6.8 per million hours across all industries (claims with a week or more off work). Report the count and hours beside the rate				Review each incident for which of measures 1 to 9 should have caught it; cite lost workdays with the rate

From the guide at www.complyflow.com/blog/contractor-management-kpis. Sources: Safe Work Australia, Measuring and Reporting on Work Health & Safety (2017); WorkSafe WA, Health and Safety Leading and Lagging Performance Indicators: Guide (18 January 2024); Safe Work Australia, Key WHS Statistics Australia 2025 (released 16 October 2025). Targets marked 'our judgement' are not published figures. A practical aid, not legal advice. The CSV version holds the same 10 rows.