
BC Timber Sales Contract Quality Management System (QMS)

Performance Measures and Results

Fairness and transparency in contracting are government principles to which BCTS subscribes. Inconsistent practices increase the perceptions of unfairness and a lack of transparency

Objective 3: Fair, transparent and consistent contracting practices across BCTS.

Measure: The number of contractor complaints received through the Vendor Complaint System as a percent of the total number of contracts.

Results:

	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13
TARGET	< 1%	< 1%	< 1%	< 0.5%	< 0.5%
ACTUAL	.04%	.03%	.02%	0.15%	
VARIANCE	0.96%	0.97%	0.98%	.35%	

Source: FMSB Vendor Complaint Ledger, CAS