





Central Laboratory Performance Metrics v2.0

Metric	Metric Type	Who Is Being Measured?	Metric Title
1	Tracking	Service Provider	Project management turnover
2 NEW (old 2 & 3 combined)	Timeliness	Service Provider	Percentage first supplies shipped on time for all sites (all regions)
3	Quality	Sites	Percentage of queries from service provider to site based upon requisitions received
4a	Cycle Time	Sites	Query resolution turnaround time (service provider to site queries)
4b NEW	Quality	Sites	Percentage of queries resolved within 7 calendar days (service provider to site queries)
5 Lab-specific Metric	Timeliness	Service Provider	Percentage of panics that had both 1 st attempt made and were successfully communicated to the sites within the defined turn around times
6	Timeliness	Service Provider	Percentage specific test(s) reported within expected turnaround time
7	Quality	Sites, Couriers and Service Provider	Percentage tests reportable
8	Timeliness	Service Provider	Percentage on time accepted file transfers
9 Lab-specific Metric	Efficiency	Service Provider & Sponsor	Plan, Forecast and Actual Financial Report
10 Lab-specific Metric	Efficiency	Courier, Sites, Sponsor	Comparison of budgeted and actual transportation costs by region and/or country
11	Timeliness	Service Provider	Percentage of audit findings closed within agreed upon timeframe



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Metric	Old Metric #	Who Is Being Measured?	Metric Title
1	1	Service Provider	Project management turnover
2 NEW (old 2 & 3 combined)	2,3	Service Provider	Percentage first supplies shipped on time for all sites (all regions)
3	4	Sites	Percentage of queries from service provider to site based upon requisitions received
4a	5	Sites	Query resolution turnaround time (service provider to site queries)
4b NEW	NEW	Sites	Percentage of queries resolved within 7 calendar days (service provider to site queries)
5 Lab-specific Metric	8	Service Provider	Percentage of panics that had both 1 st attempt made and were successfully communicated to the sites within the defined turn around times
6	9	Service Provider	Percentage specific test(s) reported within expected turnaround time
7	10 (modified)	Sites, Couriers and Service Provider	Percentage tests reportable
8	11	Service Provider	Percentage on time accepted file transfers
9 Lab-specific Metric	12	Service Provider & Sponsor	Plan, Forecast and Actual Financial Report
10 Lab-specific Metric	13	Courier, Sites, Sponsor	Comparison of budgeted and actual transportation costs by region and/or country
11	14	Service Provider	Percentage of audit findings closed within agreed upon timeframe