

PUBLIC APPENDIX 1

Table of KPI's/ Low Service Damage Indicators

Performance Measurement Scorecard

Ref	Low Performance Damages	Measurement Method / Data Source
1	Maintenance	
a	Statutory PPM compliance within month	(Pass = 100%).
b	Business critical PPM within month planned - Generators; UPS; and, Air Conditioning and Gas Suppression in Communication Rooms/Data centre and passenger lifts only.	(Pass>= 90% / Fail = 0%). Evidence through monthly report.
c	Non-business critical PPM within month planned	(Pass>= 80% / Fail = 0%). Evidence through monthly report.
d	PPM concluded within 10 Business Days of planned date	(Pass = 100%).
2	PPM Planner	
a	Provision of updated PPM planners annually	PPM planners published on appropriate medium (Pass = 100% / Fail = 0%).
3	Reactive Works	
a	Category 0 (Lift Entrapment) reactive works responded to and closed within agreed timescales	Pass = 100%
b	Category 1 (Emergency) reactive works responded to and closed within agreed timescales	Pass = 100%
c	Category 2 (Immediate) reactive works responded to and closed within agreed timescales	Pass = 99%
d	Category 3 (Urgent) reactive works responded to and closed within agreed timescales	Pass = 98%
e	Category 4 (Normal) reactive works responded to and closed within agreed timescales	Pass = 95%
f	Category 5 (Extended) reactive works responded to and closed within agreed timescales	Pass = 85%
g	Reactive tasks resolved during first visit (first time fix)	Pass = 70%
4	Quoted Works & Task orders	
a	Quoted works logged, tracked and quoted within agreed timescales	Publication of tracker
b	Quoted works completed within agreed timescales	Publication of tracker
5	Environmental Breaches	
a	No reportable environmental breaches within the month attributable to the Services	Review in monthly report relating to the Contractor controlled activities. (Pass = 100% / Fail = 0%).
6	H&S	
a	Investigation of all FM related incidents within a calendar month with corrective actions	Monthly report (Pass = 100% / Fail = 0%).
7	Subcontractor Audit	
a	1x Monthly audit of a subcontractor including year ahead plan detailing contractor and month of audit	Monthly report (Pass = 100% / Fail = 0%).
8	HD Telephony	
a	Calls to the HD answered within 30secs	(HD monthly report data)(95% target / Pass 90%)

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9	Customer Satisfaction	
a	Compliments & complaints recorded.	Number of complaints outstanding - less than 10 per month Monthly Report (Pass = 100% / Fail = 0%).
10	Key Resources	
a	Contractor to have a full compliment of key resource or an action plan to replace	Key resource defined as CM/ACM and above, changes made with prior agreement of the client. (Pass = 100% / Fail = 0%).
11	Financial Management	
a	Monthly Application presented on time	In line with the financial timetable (pass = 100%)
b	Errors within financial application	Accuracy of monthly application (Pass = 100%)
12	Monthly Report	
a	Produce and submit monthly report in pre-agreed format	Distribution of monthly report according to agreed dates. (Pass = 100% / Fail = 0%).