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| Authority & Contractor Logos | MHA logo MASTER | | |
| **Overarching Outcome** | | Efficiently planned and delivered maintenance | |
| **KPI 1 Jan 2017** | **Response Times (including Remedial work)** | | Pain / Gain Indicator |
| **Definition and Target:** | The time from the instruction was given (by or through a system) to confirmation that the instruction has been completed (by or through a system).  Target:   |  |  | | --- | --- | | Category | Target | | Emergency works | 100 % | | Category 1 works | 100 % | | All other works | 100 % | | Remedial work | 100 % | | | |
| **Calculation Matrix:** | Percentage of works completed within the instructed time per category.  Number of works completed within time X 100 = ? %  Total number of works instructed | | |
| Potential subsidiary KPI (Refer data collection below)  Percentage actions completed from those identified which have been shown to improve performance  Number of performance improvement actions taken =? %  Number of actions identified | | |
| Why are we measuring this: | * Demonstrating statutory requirement for safe assets * The Council’s potential liability is minimised * Ensuring the service is delivered to agreed standards | | |
| How might measuring this make people behave and improve: | * Correct resources assigned * Improve accuracy of work information * Generate communication and an integrated team approach | | |
| How the data will be collected and on what frequency:  Additional analysis | * Contractor to furnish the percentage information to service manager on the agreed KPI spreadsheet by Tuesday 12.00Hrs each week | | |
| * Contractor to collect and collate per each work activity the response time required and when completed. Remedial works are to be listed separately.  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Activity | Ticket No. | When required | When Complete | When complete REMEDIAL | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  |  * The above information is analysed jointly for:   + Specific activities of low performance   + Instances of ticket errors * Action plans are raised to minimise poor performance * The percentage successful (performance improves) actions can be set as a subsidiary indicator | | |
| What action will be taken if Target below target: | * Will affect pain / gain calculation * Reasons for non- performance and remedial action to be jointly agreed and monitored at management team meetings | | |
| Who will this target be benchmarked against | * MHA members at the quarterly TCB meetings * Other for example DSO, National | | |
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| **Transitional Goal** | To work towards an integrated target of measure from work identification, through ordering to time completed. | | |
| How | Best Practice approach through 3 MHA pilots then to disseminate | | |