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| Authority & Contractor Logos  | MHA logo MASTER |
| **Overarching Outcome**  | Engaging with customers |
| **KPI 3 Jan 2017** | **Customer Satisfaction** | Pain / Gain Indicator |
| **Definition and Target:** | 1. Responding as instructed and within the time specified to a customer contact

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|  | Target  |
| Appropriate response within time  | 100 % |

1. Increased score in NHT survey (If applicable)

|  |  |
| --- | --- |
|  | Target  |
| Increase on previous NHT score  | 100 % |

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| **Calculation Matrix:** | 1. Percentage of specified actions completed within the instructed time per category.

Number of actions completed within time X 100 =? % Total number of actions instructed  |
| Why are we measuring this: | * To realise that term maintenance impedes on the customer
* To ensure through action plans that the service complies with the customer’s wants
 |
| How might measuring this make people behave and improve: | * Promotes right first time mentality
* Focuses on the importance of programming and adequate resourcing
 |
| How the data will be collected and on what frequency: | Jointly collect data monthly  |
| 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
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| Who will this target be benchmarked against | MHA members at quarterly intervals  |
|  |  |
| **Transitional Goal** |  |
| How  |  |

**Currently no common approach or definition of what collected**