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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  |  |  | | --- | --- | |  | Target | | Appropriate response within time | 100 % |  1. Increased score in NHT survey (If applicable)  |  |  | | --- | --- | |  | Target | | Increase on previous NHT score | 100 % | | | |
| **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 | | |
| Who will this target be benchmarked against | MHA members at quarterly intervals | | |
|  |  | | |
| **Transitional Goal** |  | | |
| How |  | | |

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