

CONSTANT IMPROVEMENT KPI'S

PROJECT: Kitchen & Sanitary Ware Renewal Contract - Minimod, 2006/07

CLYDE VALLEY
 HOUSING ASSOCIATION

PROVIDING HOMES | SHAPING COMMUNITIES

DATE: 10-Aug-06

| | KPI's | Weighting | Contractors Monthly Score(-1to+10) | Weighted Score | TARGET | | Evidence |
|---------|---|------------|--|-------------------|--|-------------------|--|
| | | | | | Contractors Monthly Score(-1to+10) | Weighted Score | |
| TIME | Predictability on Time/Programme & adherence to contract conditions | 15 | 10.0 | 150 | 9.5 | 142.5 | On programme |
| COST | Predictability on Cost & Adherence to Rates & Pro-rata | 15 | 10.0 | 150 | 9.5 | 142.5 | Valuations on time |
| QUALITY | Defects | 15 | 9.5 | 142.5 | 9.5 | 142.5 | No issues |
| | Health & Safety | 10 | 9.5 | 95 | 9.5 | 95 | H&S plan in place; no issues |
| | Communication | 10 | 9.5 | 95 | 9.5 | 95 | Assisting with smooth progress of contract |
| | Electrical Certificates on Time | 5 | 9.5 | 47.5 | 9.5 | 47.5 | All certificates passed to date |
| | Sustainability & Waste Minimisation | 5 | 8.0 | 40 | 7.0 | 35 | Battery power tools; T owns Kits stay no renewal |
| | Added Value | 5 | 9.5 | 47.5 | 9.0 | 45 | Out of hours visits; T assistance; good feedback |
| | Tenants Satisfaction | 10 | 9.5 | 95 | 9.5 | 95 | CSS to be returned |
| | Clients Satisfaction | 10 | 9.5 | 95 | 9.5 | 95 | Client satisfied with quality & performance |
| | Total | 100 | 94.5 | 957.5 | 92 | 935 | |

Contractor: MCN Ltd

Client: CVHA, Technical
CVHA, HousingScore

Evaluate: - Excellent Performance(10), Totally Unsatisfactory Performance(1), ... 0 (silent), ...plus -1 (against policies, desires & aims of CVHA)