Appendix A – Example of KPIs

KPI 1 Response Times = Emergency
KPI 2 Response Times = Up to seven days
KPI 3 Response Times = No. of 7 day tickets completed within 6 days
KPI 4 Response Times = Up to 3 Months
KPI 5 Response Times = No. of 3 month tickets completed within 70 days
KPI 6 Response Times = Up to 6 months
KPI 7 Response Times - 3 = Up to 1 year
KPI 8 Remedial Response Times = Emergency
KPI 9 Remedial Response Times = Up to 7 Days
KPI 10 Response Times = Up to 3 months
KPI 11 Response Times - 5 = Up to 6 Months
KPI 12 Response Times - 6 = Up to 1 Year
KPI 13 Client Ticket Accuracy
KPI 14 Defect Occurrences
KPI 15 Calls
KPI 16 Spend Profile
KPI 17 Target Price Accuracy
KPI 18 Health & Safety
KPI 19 Health & Safety
KPI 20 Health & Safety
KPI 21 Sustainability
KPI 22 Winter Maintenance
KPI 23 Savings
KPI 24 Savings
KPI 25 Training