

Ref	Category	KPI Status	Criteria	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD
1.1	Defects - Repairs	PASS	Performance	98%	99%	99%	91%	100%	100%	100%	100%	100%	100%	100%	96%	99%
			Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
1.2	Defects - Planned	PASS	Performance	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%
			Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	100%
2.1	Satisfaction - Repairs	PASS	Performance	93%	95%	96%	97%	97%	99%	99%	98%	99%	99%	97%	97%	97%
			Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
2.2	Satisfaction - Planned	PASS	Performance	95%	97%	97%	97%	97%	97%	97%	98%	97%	97%	97%	96%	97%
			Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
3	Formal Complaints	PASS	Performance	0.91%	0.74%	0.29%	0.26%	0.42%	0.52%	0.62%	0.78%	0.75%	0.72%	1.50%	0.71%	0.69%
			Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
4.1	In Target - Repairs	FAIL	Performance	97%	89%	98%	98%	98%	96%	98%	98%	98%	98%	98%	98%	97%
			Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
5	Health & Safety	PASS	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
			Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
6	Reducing Waste	PASS	Performance	92%	92%	92%	93%	93%	93%	93%	92%	92%	92%	93%	94%	93%
			Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
7	Appointments Kept	FAIL	Performance	93%	96%	99%	98%	98%	100%	98%	98%	97%	98%	98%	99%	98%
			Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
8	Right First Time	PASS	Performance	90%	87%	86%	84%	84%	85%	84%	77%	77%	78%	77%	78%	82%
			Target	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%

APPENDIX A Measured performance Indicators 2015-16