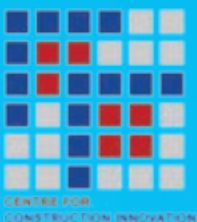




Key Performance Indicators

KPI Management Tool

a simple to use on-line performance measurement collection and reporting system



CENTRE FOR
CONSTRUCTION INNOVATION



**CONSTRUCTING
EXCELLENCE**
in the built environment

Key Performance Indicators

Constructing Excellence in the Built Environment is the organisation leading the transformation of the UK construction industry by improving quality, cost, delivery and safety in the built environment. Through a range of tools focused on business improvement, performance measurement and knowledge dissemination, from KPIs to Demonstration projects, Constructing Excellence has become the first point of contact for information and activities on construction improvement techniques.

Performance measurement is carried out by employing Key Performance Indicators (KPIs). KPIs are central to Constructing Excellence's activities, enabling all those in the construction supply chain to establish how they are performing on projects, as a business, and on a wide range of government agendas such as Sustainability, Better Public Buildings, Respect for People and Community Benefit.

Why do we need Key Performance Indicators?

The use of KPIs as an effective performance measurement system is well established in other industries but it is only in the last few years that the construction sector has looked to employ them. In that time, construction related organisations have benefited from using KPIs and have realised what a powerful tool they are. KPIs have allowed organisations to benchmark with the rest of the construction industry those issues that are critical to the success of projects and organisations. Increasingly, KPIs are being utilised by both public bodies and the private sector in the drive to achieve continuous improvement. The public sector is being driven by policy to deliver cashable and non-cashable benefits from measured performance. The private sector gain is both in profitability and competitive market advantage.



What KPIs can I measure?

You can measure and compare your self against any of the nationally recognised KPIs:

- Headline All Construction KPIs
- Respect for People KPIs
- Environmental KPIs
- Housing KPIs
- Consultants KPIs
- M&E contractors KPIs
- Construction products KPIs
- Local authority best value indicators

You can also identify and define key performance measures that are specific to your projects or business critical success factors. Some examples of the KPIs that companies are currently measuring include:

- Repeat Business - to show if your customers are coming back
- Safety Management - to show how safety is being proactively managed
- Local Labour - to show the economic impact of a project in the community
- Design Quality - to consider design issues
- Public Relations - to understand how we are being good neighbours
- Recycling - to show we are addressing the sustainability agenda
- Supply Chain Satisfaction - to show you are measuring your supply chain
- Community benefit

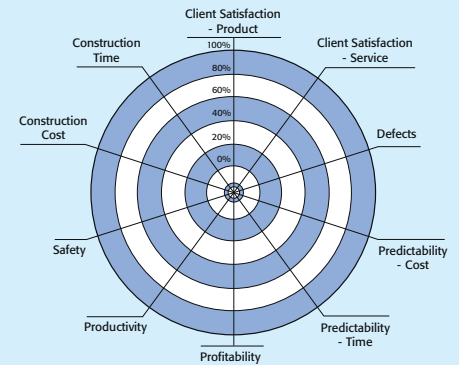
Key Performance Indicator Management Tool

The KPI Management Tool is an on-line facility that allows you to measure and manage your company and project KPIs. It is an easy to use interface that allows you to quickly input data against your KPIs and quickly generate reports and radar diagrams using the latest DTI KPI Benchmark data.

How does it work?

The KPI Management Tool is designed to work with any Mac or PC with Internet Explorer. Using your own set of selected KPIs you can:

- Easily submit, report data and automatically generate radar diagrams to be exported to Word or PowerPoint
- Benchmark yourself with National or Benchmarking Clubs Data
- Compare your projects with one another
- Export your data for use in Excel or other data analysis software



What are the benefits?

Approaching Key Performance Indicators in a structured way allows you to get the most out of the information. The KPI Management System allows you to:

- Submit and update information from anywhere there is a web connection
- Easily share performance information with your team
- Manage and compare projects and organisations within framework agreements
- Use the data to drive continuous improvement
- Demonstrate the use of KPIs for tenders and marketing



Services

Constructing Excellence has a wide range of experience in advising on the implementation and use of KPIs in the construction industry.

KPI Management Tool is available on an annual licence fee basis, with additional support and advice available from this suite of products.

Finding out about KPIs

■ **KPI Wallcharts** covering All Construction (Economic) KPIs; Respect for People KPIs; Environment KPIs; consultants; M&E contractors; and construction products are available free of charge.

■ **KPIZone** is a website dedicated to KPIs and benchmarking. It contains a free area with information on getting started; benchmarking tools; benchmarking clubs; events and workshops; case studies and other publications.

Learning

■ The **All Construction KPI Pack** and the **Housing KPI Toolkit** are designed to help organisations within the construction and housing sectors implement KPIs and performance measurement successfully. The packs contain all the relevant KPI wallcharts; KPI Handbook; Methods of Measurement; Additional Performance Indicators; Industry Progress Report; and a CD containing an introductory presentation on using KPIs, KPI Dashboard and KPI Calculator. The packs cost £95 (incl VAT & postage), or if you prefer, online versions of both packs are available from the website for an annual subscription of £95 + VAT.

■ **KPI Masterclasses** are run throughout the year at venues around the UK. Each intensive full-day session includes an introduction to the principles of using performance measurement; a practical exercise on calculating and interpreting KPIs; and a KPI pack.

Costs are £245 + VAT per delegate.

■ **In-house KPI Workshops** can be run on request and customised to suit your own situation.

Implementation

■ **KPI Business Solutions** provide an organisation with a fixed number of KPIs in a fixed time, for a fixed price. It is aimed at organisations that need KPIs but lack the resources to set up a system easily. Each solution is priced individually and tailored to your needs.

■ **Customer Relationship Toolkit** is a simple tool that helps users obtain customer feedback of moments of time that can be analysed against standard headline KPIs, the five enablers of the Business Excellence Model and the five dimensions of customer service. It helps users meet the needs of ISO 9000:2000, giving them a set of diagnostics for improving service levels and driving the development of best practice.

To find out more about the **KPI Management Tool** or any of the other KPI services available from Constructing Excellence contact us at:

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