

KPIs (2020-21)

KPIs (2020-21)										
				Q1			Q2			
KPI	Title	MLAP	Target	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20
Repairs										
RKPI 1	Customer Satisfaction - Repairs	90%	95%	100%	100%	TBA	TBA			
RKPI 2	Recalls	10%	0%	0.5%	0.66%	1.21%	1.4%			
RKPI 3	First Time Fix - Repairs	80%	90%	92.70%	94.00%	89.00%	90%			
RKPI 4	Post Inspection Quality	90%	100%	100%	100%	100%	100%			
RPKI 5	Repairs Completed in Target	95%	100%	99.5	100%	99.9	98%			
RPKI 6	Average Repair Completion Time	12	8	2.9	3.4	5.62	9			
RPKI 7	Appointments Kept - Repairs	90	100	100%	100%	96%	93%			
RKPI 8	Orders Issued and Overdue	10%	0%	0.50%	0.0%	1%	10.9%			
RKPI 9	Priority Repair Ratio	15%	10%	21.60%	19.40%	16%	12.5%			
Voids										
VKPI 1	Post Inspection Quality	90%	95%	100%	100%	100%	100%			
VKPI 2	Voids - Completed in target	90%	95%	21%	100.00%	100%	100%			
VKPI 3	Average Void completion time Days	12	10	21.2	21.15	31.72	21.6			
VKPI 4	Post Void Repairs	10	5	0	0	0	0			
VKPI 5	Customer Satisfaction	90%	95%	100%	100%	100%	100%			
VKPI 6	Defects at Handover	95%	100%	100%	100%	100%	100%			
VKPI 7	Average Job Cost	£3,000	£2,500	£4,565	£5,157	£6,539	£6,088			