

KPIs (2019-

KPI Title		Year 2019-20													
		MLAP	Target	Q1			Q2			Q3			Q4		
Apr-19	May-19			Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20		
Repairs															
RKPI 1	Customer Satisfaction - Repairs	90%	95%	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	99%
														85%	
RKPI 2	Recalls	10%	0%	N/A	N/A	N/A	0%	0%	0%	1%	0%	0%	1%	0%	0%
				N/A	N/A	N/A	0.9%	1.9%	1.2%	2.1%	2.3%	4.8%	3.2%	3.4%	3%
RKPI 3	First Time Fix - Repairs	80%	90%	N/A	N/A	N/A	85%	83%	86%	88%	80%	81%	82%	84%	83%
RKPI 4	Post Inspection Quality	90%	100%	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%
RPKI 5	Repairs Completed in Target	95%	100%	N/A	N/A	N/A	98%	95%	91%	91%	91%	83%	85%	90%	87%
							91%	90%	87%	87%	86%	80%	87%	83%	98.9%
RPKI 6	Average Repair Completion Time	12	8	N/A	N/A	N/A	3.2	8.5	10.6	11.6	12.7	17.1	17.0	15.0	15.0
							10.2	10.2	11.4	14.0	15.1	20.0	17.5	15.0	6.9
RPKI 7	Appointments Kept - Repairs	90	100	N/A	N/A	N/A	97%	97%	98%	96%	94%	98%	97%	96%	95%
RKPI 8	Orders Issued and Overdue	10%	0%	N/A	N/A	N/A	8%	20%	21%	21%	30%	40%	28%	32%	28%
RKPI 9	Priority Repair Ratio	15%	10%	N/A	N/A	N/A	14%	10%	10%	11%	16%	23%	20%	19%	28%
Voids															
VKPI 1	Post Inspection Quality	90%	95%	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%
VKPI 2	Voids - Completed in target	90%	95%	N/A	N/A	N/A	100%	38%	14%	17%	33%	6%	44%	79%	81%
							100%	50%	13%	9%	29%	11%	5%	6%	13%
VKPI 3	Average Void completion time	12	10	N/A	N/A	N/A	103.8	25.2	42.8	40.4	41.7	38.9	42.6	35.6	
							14.0	16.3	33.0	31.7	28.4	37.4	21.8	24.6	36%
VKPI 4	Post Void Repairs	10	5	N/A	N/A	N/A									
VKPI 5	Customer Satisfaction	90%	95%	N/A	N/A	N/A									
VKPI 6	Defects at Handover	95%	100%			N/A									
VKPI 7	Average Job Cost	£3,000	£2,500			N/A	£444	£3,290	£4,153	£4,470	£3,152	£2,573	£2,425	£1,471	