

## Key Performance Indicators

A Key Performance Indicator is the measure of performance of a process that is critical to the success of an organisation. It includes:-

- Measuring performance against current business plan objectives
- Measures of operational efficiency and effectiveness
- Measuring performance against contractual requirements.

### Appointment Made and Kept for Kier Islington for the Period 1 April 2007 to 31 March 2008 - Percentage of All Appointments Kept.

Appointments PERIOD	Kept		Not Kept		Total No of Jobs
	No of Jobs	%	No of Jobs	%	
2007-03 (MAR)	2387	99.71%	7	0.29%	2394
2007-04 (APR)	1458	99.32%	10	0.68%	1468
2007-05 (MAY)	2254	99.38%	14	0.62%	2268
2007-06 (JUN)	2092	99.34%	14	0.66%	2106
2007-07 (JUL)	2115	98.97%	22	1.03%	2137
2007-08 (AUG)	1953	98.94%	21	1.06%	1974
2007-09 (SEP)	1857	99.09%	17	0.91%	1874
2007-10 (OCT)	2200	99.23%	17	0.77%	2217
2007-11 (NOV)	1740	98.08%	34	1.92%	1774
2007-12 (DEC)	1425	98.89%	16	1.11%	1441
2008-01 (JAN)	2077	98.86%	24	1.14%	2101
2008-02 (FEB)	2171	99.45%	12	0.55%	2183
2008-03 (MAR)	1763	99.55%	8	0.45%	1771
<b>Grand Total</b>	<b>25492</b>	<b>99.16%</b>	<b>216</b>	<b>0.84%</b>	<b>25708</b>

# Key Performance Indicators

Gas Priority Completion KPI Data for Kier Islington for the Period 1 April 2007 to 31 March 2008 – Percentage of Orders Completed within Priority.

Completions Job Raised Period	Pass		Fail		Total No of Jobs
	No of Jobs	%	No of Jobs	%	
2007-04 (APR)	456	96.82%	15	3.18%	471
2007-05 (MAY)	597	98.19%	11	1.81%	608
2007-06 (JUN)	382	97.70%	9	2.30%	391
2007-07 (JUL)	410	98.56%	6	1.44%	416
2007-08 (AUG)	400	98.04%	8	1.96%	408
2007-09 (SEP)	476	96.55%	17	3.45%	493
2007-10 (OCT)	729	98.25%	13	1.75%	742
2007-11 (NOV)	787	94.71%	44	5.29%	831
2007-12 (DEC)	763	95.73%	34	4.27%	797
2008-01 (JAN)	700	99.15%	6	0.85%	706
2008-02 (FEB)	648	98.63%	9	1.37%	657
2008-03 (MAR)	606	91.54%	56	8.46%	662
<b>Grand Total</b>	<b>6954</b>	<b>96.83%</b>	<b>228</b>	<b>3.17%</b>	<b>7182</b>

# Key Performance Indicators

Gas Priority Response time KPI data for Kier Islington for the period 1 April 2007 to 31 March 2008. – Percentage of Orders responded within Priority.

Response	Pass		Fail		Total No of Jobs
Job Raised Period	No of Jobs	%	No of Jobs	%	
2008-03 (MAR)	591	91.63%	54	8.37%	645
2008-02 (FEB)	648	98.63%	9	1.37%	657
2008-01 (JAN)	702	99.43%	4	0.57%	706
2007-12 (DEC)	767	96.24%	30	3.76%	797
2007-11 (NOV)	773	94.73%	43	5.27%	816
2007-10 (OCT)	603	82.72%	126	17.28%	729
2007-09 (SEP)	429	88.45%	56	11.55%	485
2007-08 (AUG)	335	84.17%	63	15.83%	398
2007-07 (JUL)	352	88.44%	46	11.56%	398
2007-06 (JUN)	348	90.86%	35	9.14%	383
2007-05 (MAY)	510	86.59%	79	13.41%	589
2007-04 (APR)	439	97.56%	11	2.44%	450
<b>Grand Total</b>	<b>6497</b>	<b>92.12%</b>	<b>556</b>	<b>7.88%</b>	<b>7053</b>

# Key Performance Indicators

**H Priority Completion KPI Data for Kier Islington for period 1 April 2007 to 31 March 2008.  
– Percentage of Orders Completed within Priority.**

Completion Job Raised Period	Pass		Fail		Total No of Jobs
	No of Jobs	%	No of Jobs	%	
2007-04 (APR)	4500	98.17%	84	1.83%	4584
2007-05 (MAY)	5111	97.86%	112	2.14%	5223
2007-06 (JUN)	4687	96.78%	156	3.22%	4843
2007-07 (JUL)	5177	96.23%	203	3.77%	5380
2007-08 (AUG)	4315	95.83%	188	4.17%	4503
2007-09 (SEP)	4182	96.83%	137	3.17%	4319
2007-10 (OCT)	4771	97.63%	116	2.37%	4887
2007-11 (NOV)	4829	97.67%	115	2.33%	4944
2007-12 (DEC)	3760	97.64%	91	2.36%	3851
2008-01 (JAN)	4930	97.37%	133	2.63%	5063
2008-02 (FEB)	4025	97.77%	92	2.23%	4117
2008-03 (MAR)	3701	97.24%	105	2.76%	3806
<b>Grand Total</b>	<b>53988</b>	<b>97.24%</b>	<b>1532</b>	<b>2.76%</b>	<b>55520</b>