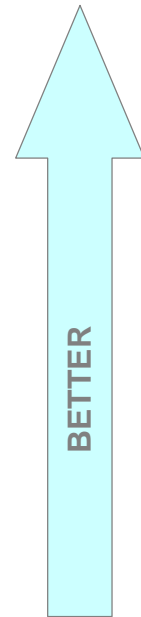
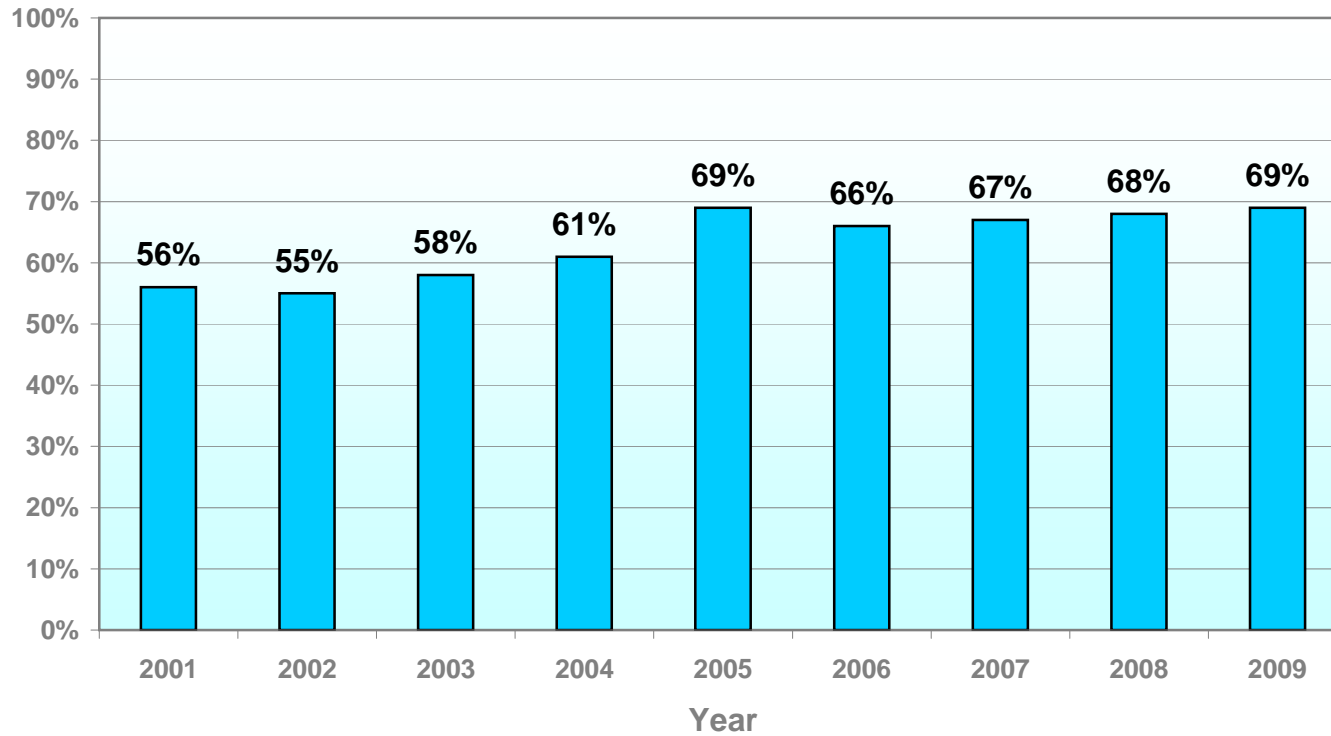


## Client Satisfaction - Service

- % scoring 8/10 or better



All Years

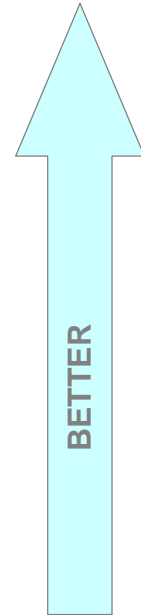
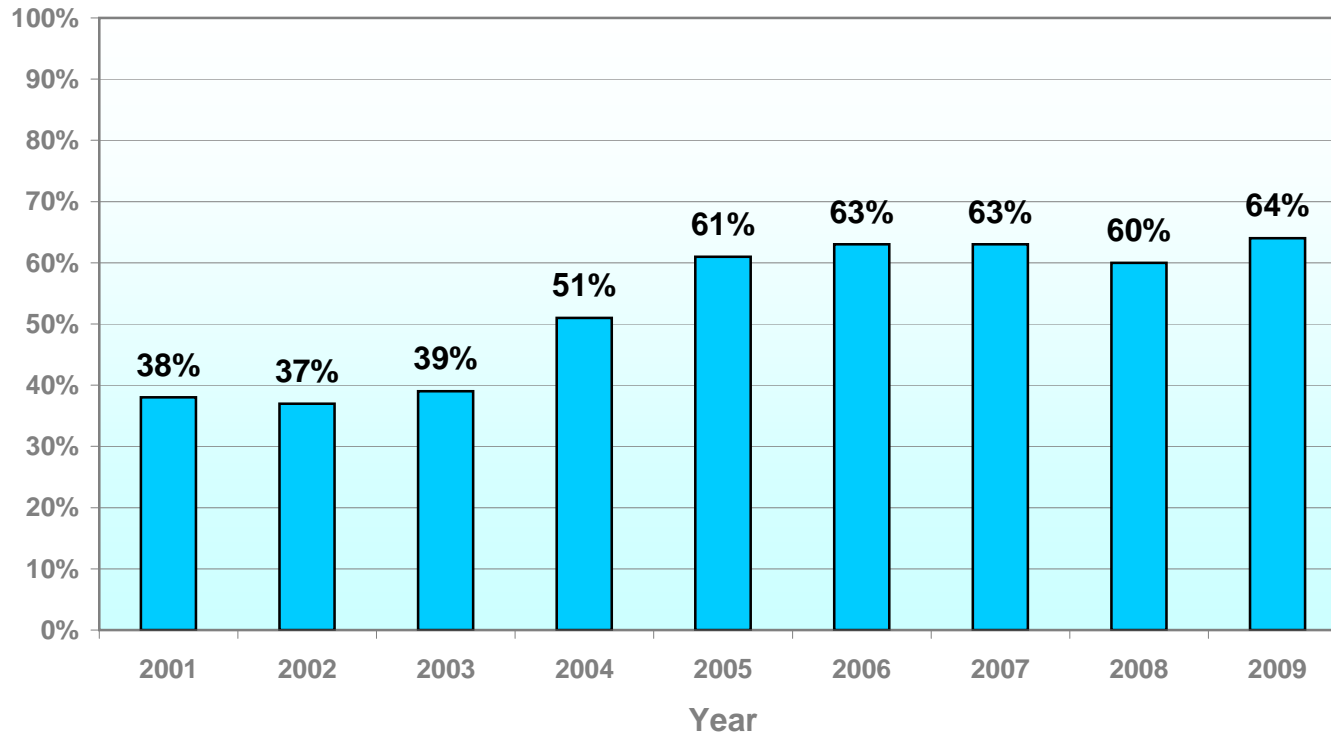


M&E  
Contractors

Year-on-year comparison

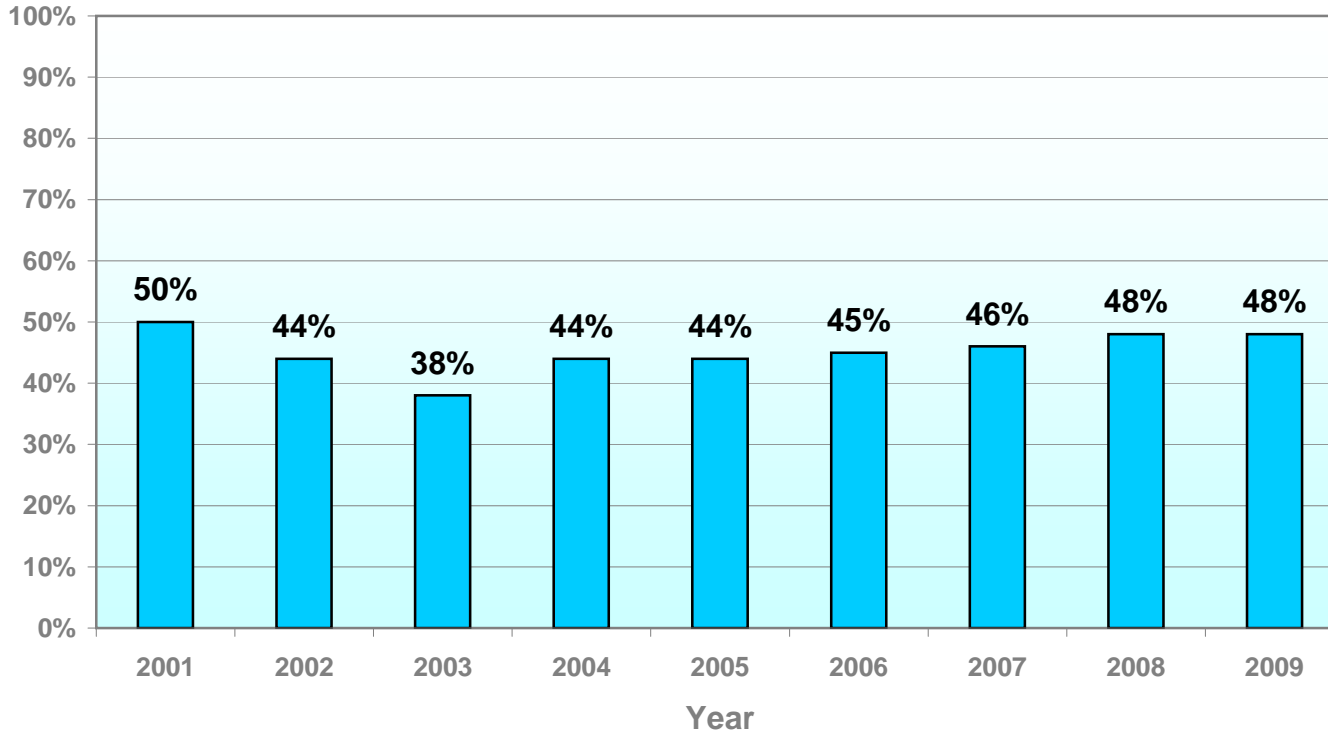
## Client Satisfaction - Design

- % scoring 8/10 or better



## Client Satisfaction - Quality of O&M Manuals

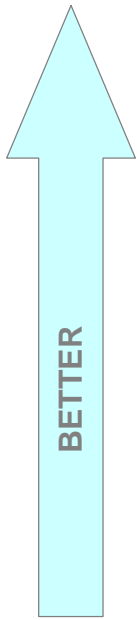
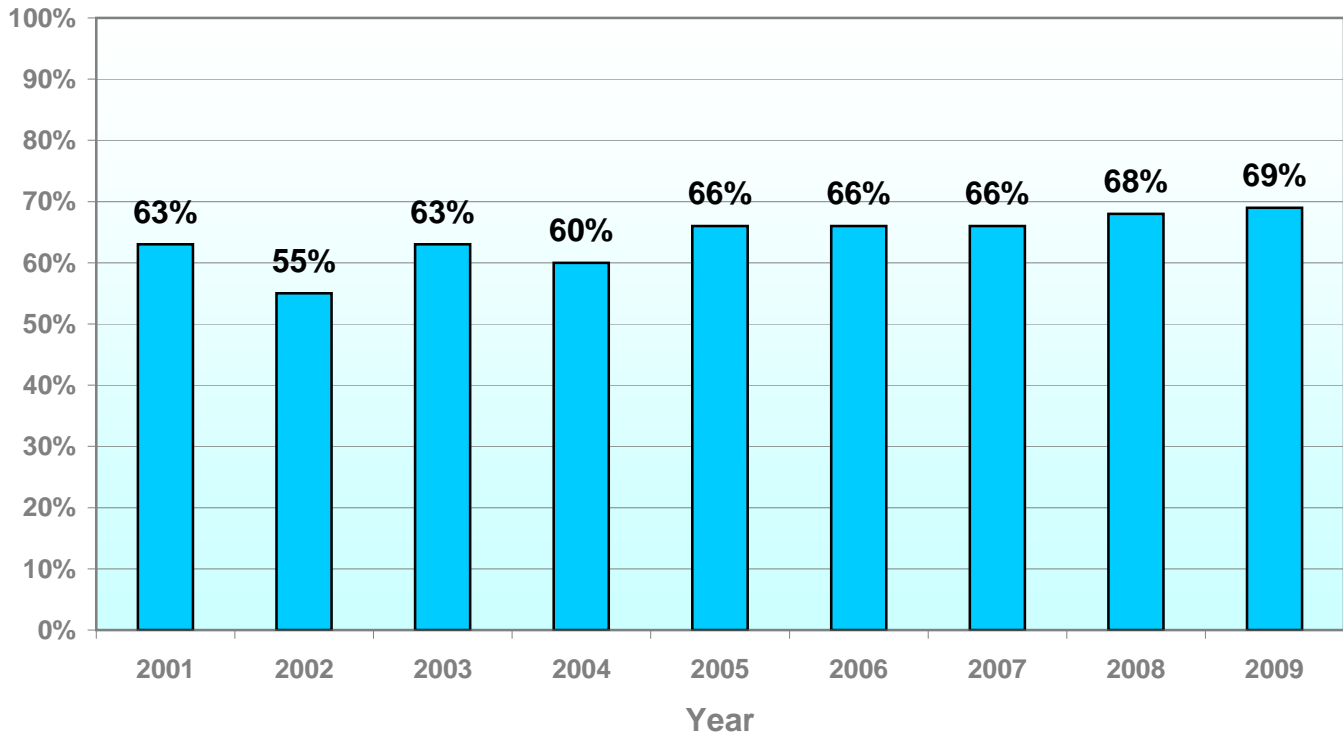
- % scoring 8/10 or better



All Years  M&E Contractors Year-on-year comparison

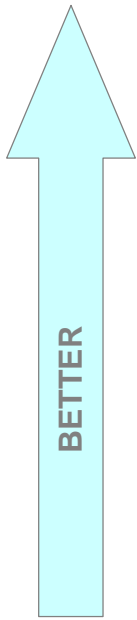
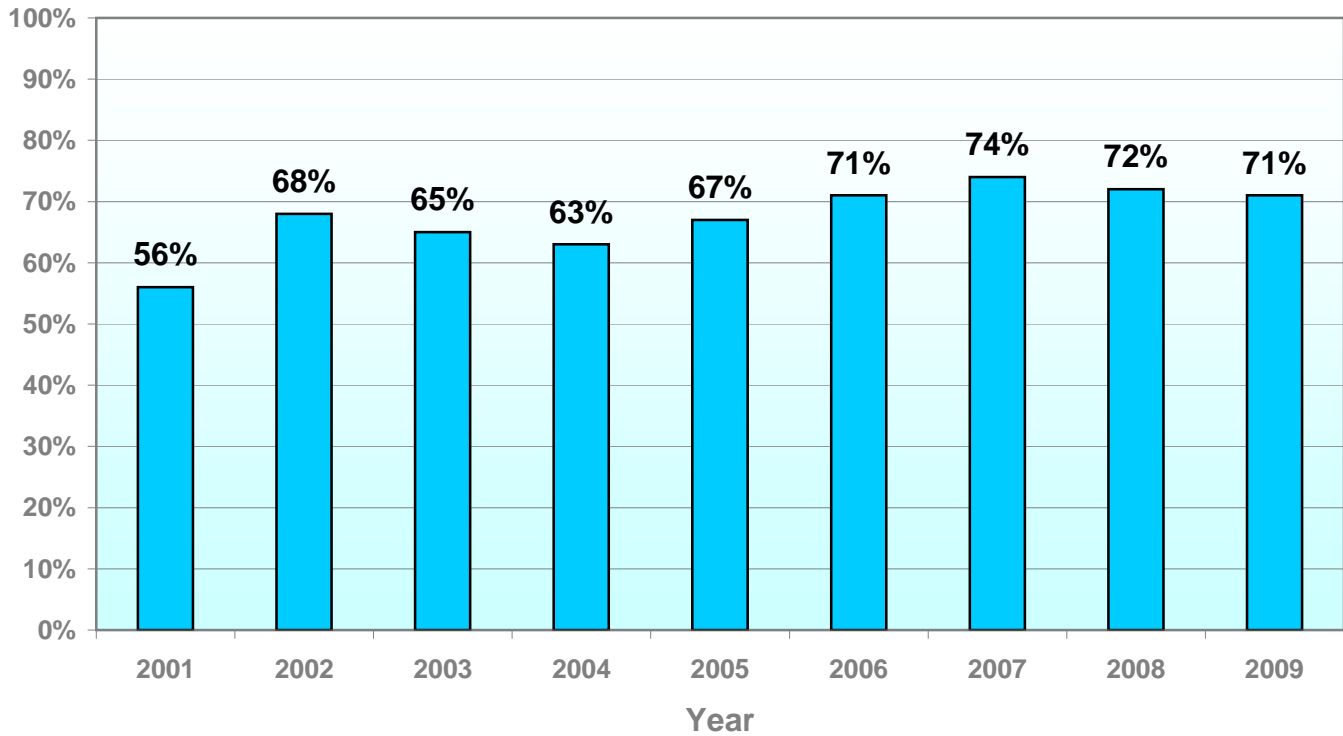
## Defects

- % scoring 8/10 or better



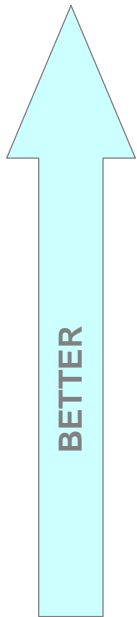
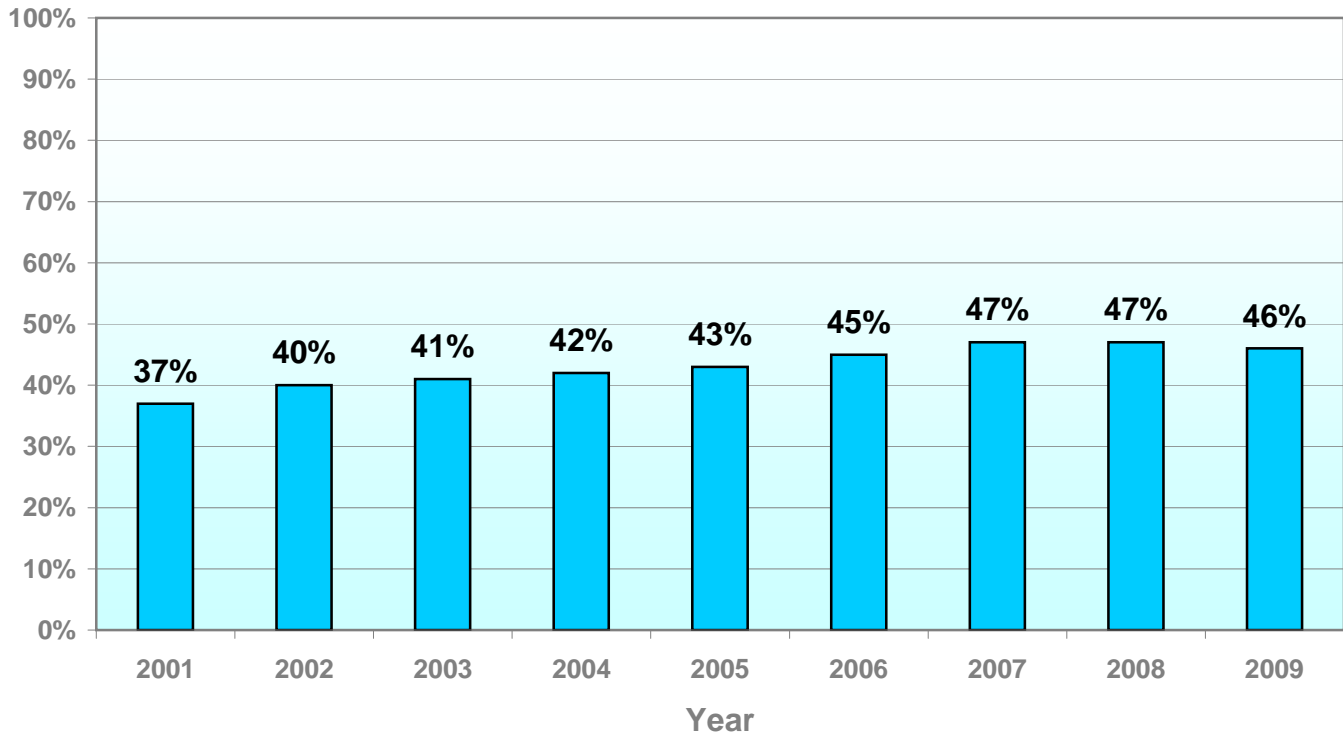
# Client Satisfaction - Installation

- % scoring 8/10 or better



# Predictability - Cost

- % on cost or better



All Years

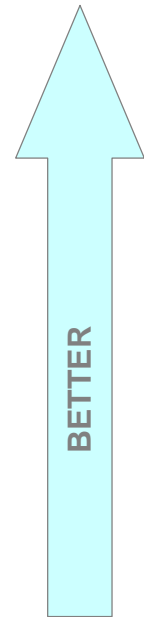
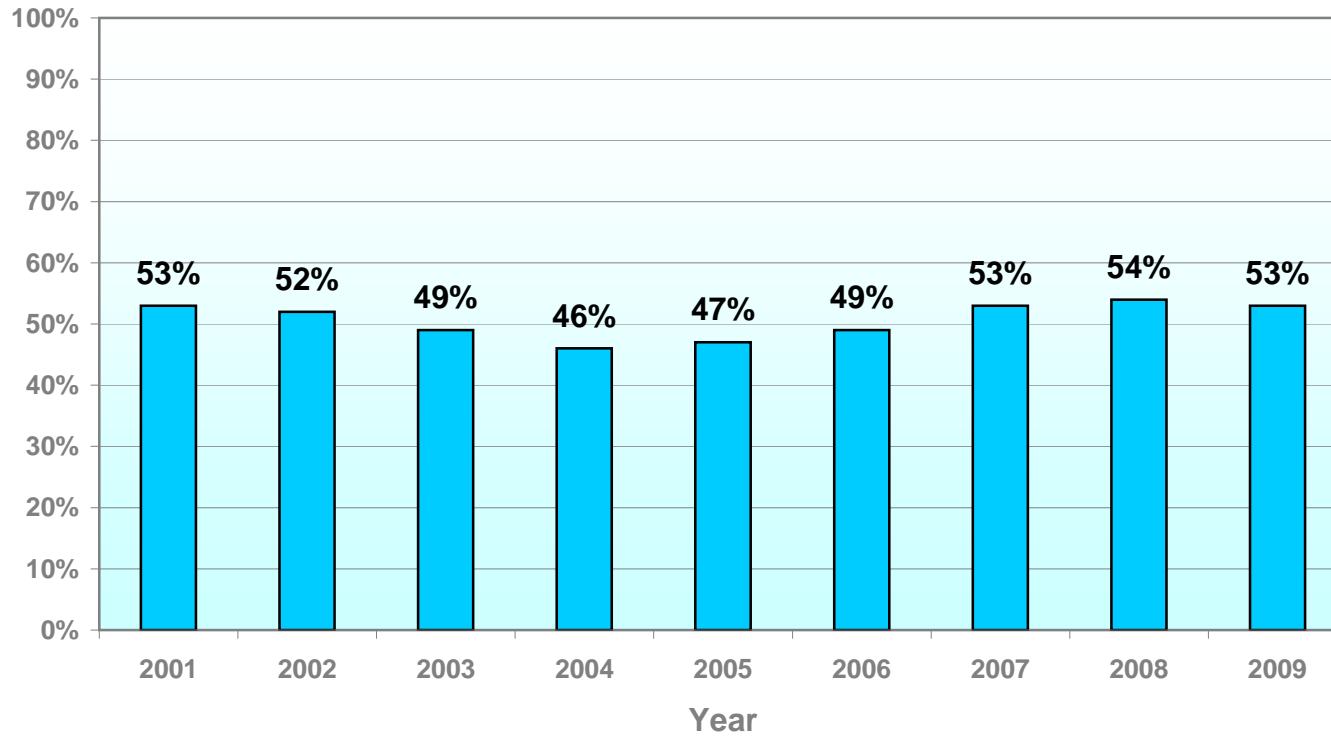


M&E  
Contractors

Year-on-year comparison

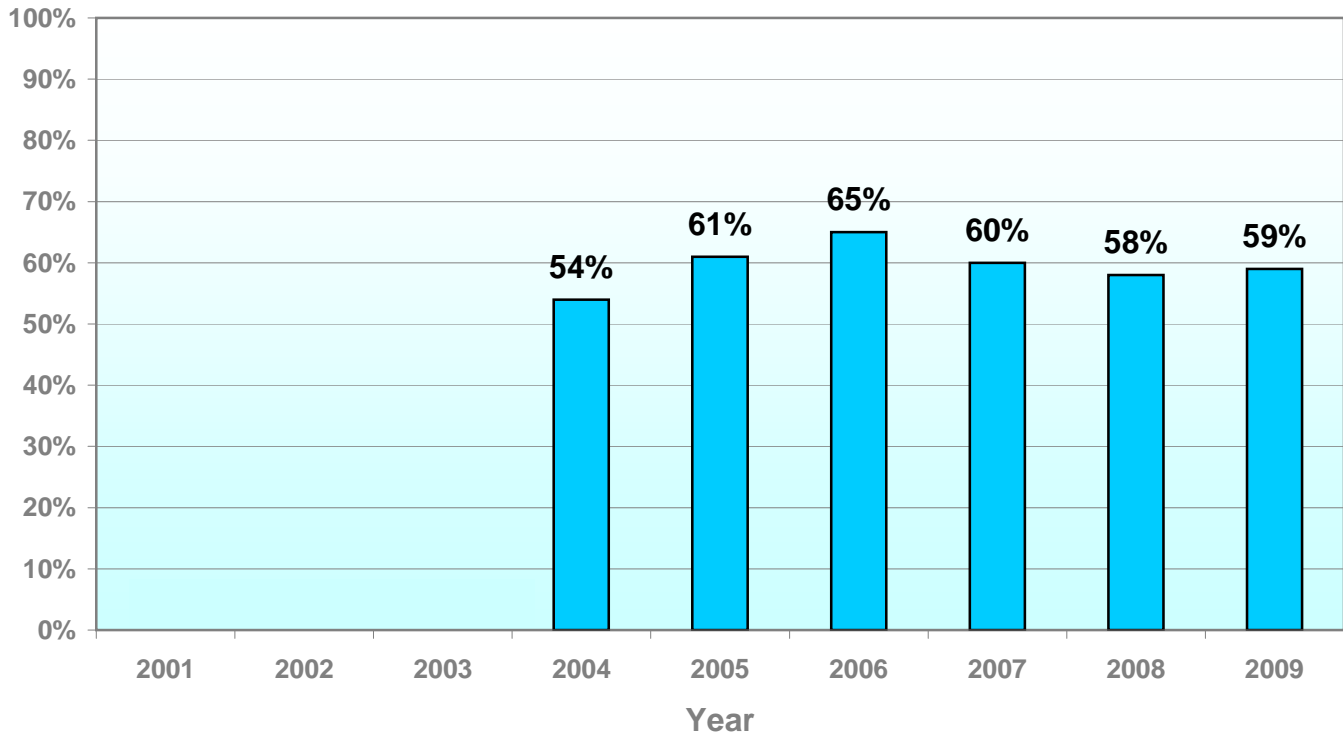
# Predictability - Time

- % on time or better



## Client Satisfaction - Value for Money

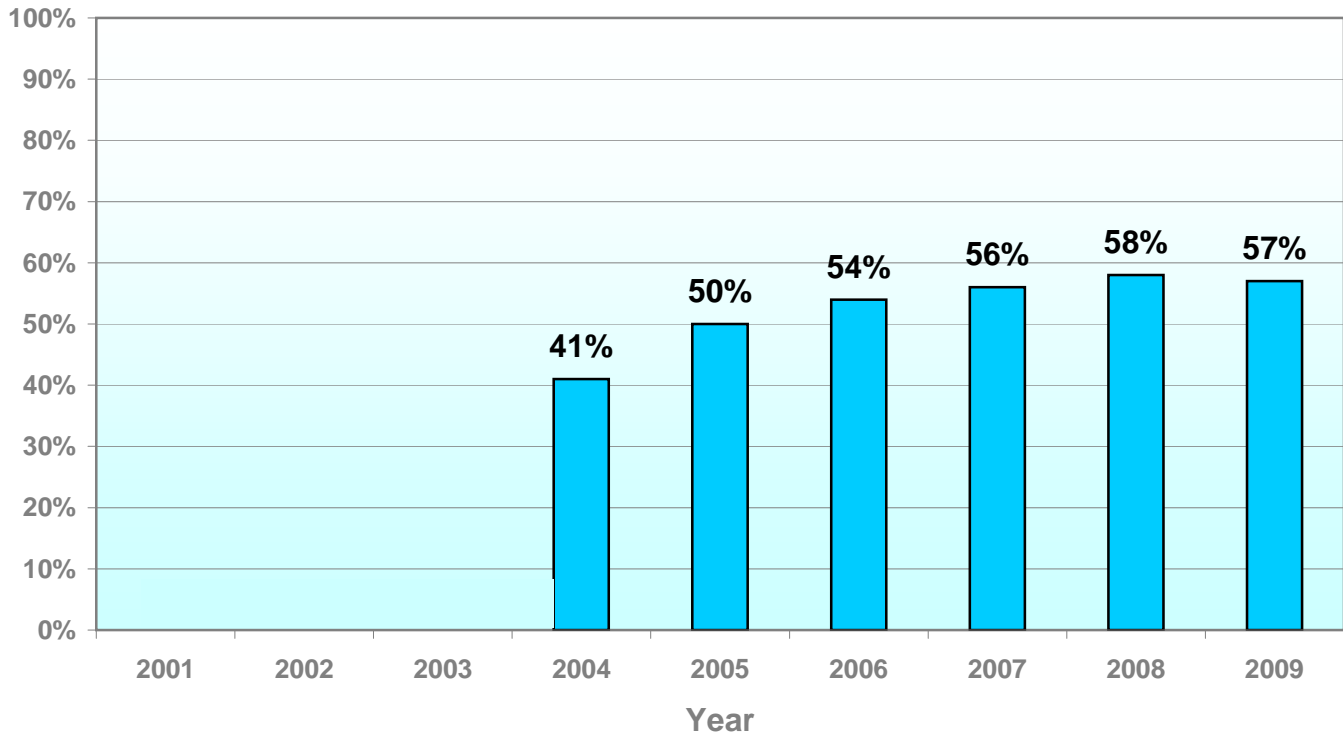
- % scoring 8/10 or better



Data not available before the first year shown.

## Environmental Impact of Installation Process

- % scoring 8/10 or better



Data not available before the first year shown.

All Years

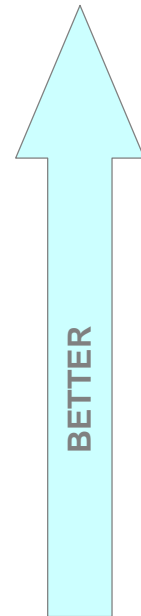
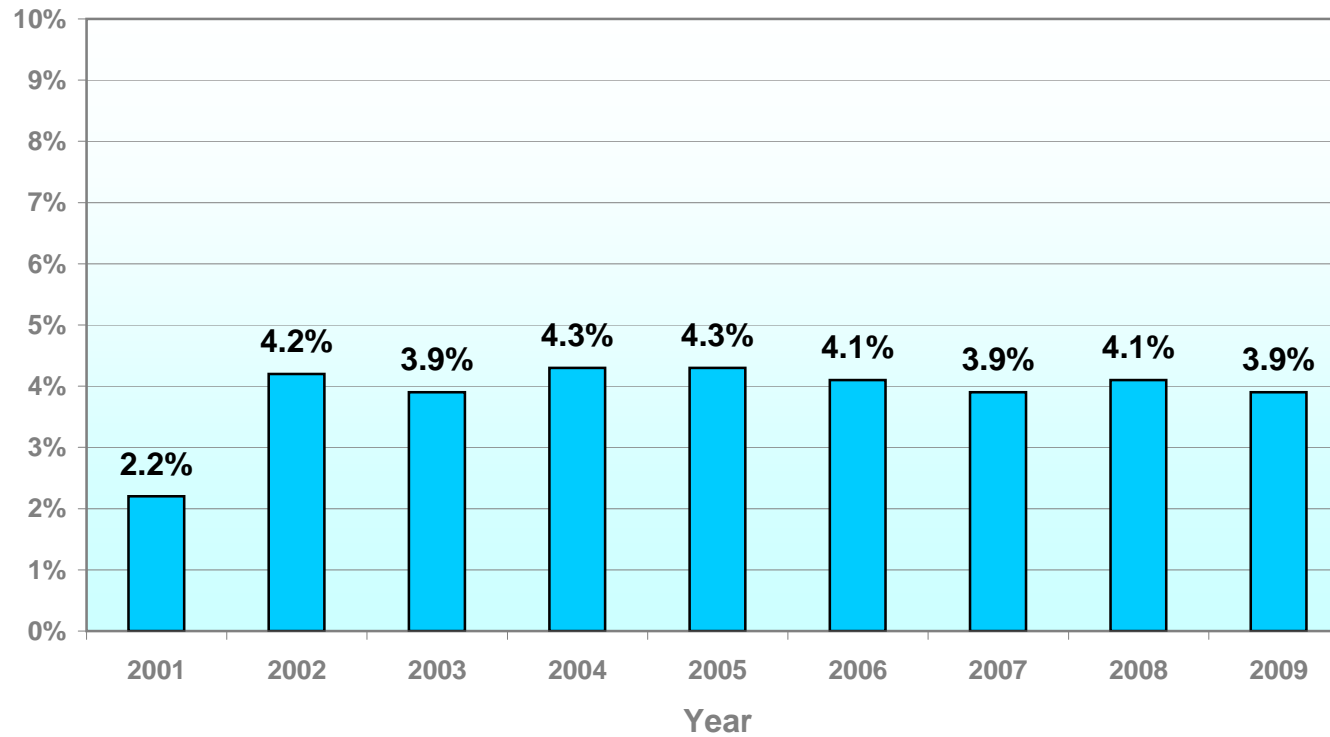


M&E  
Contractors

Year-on-year comparison

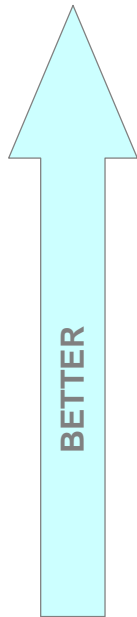
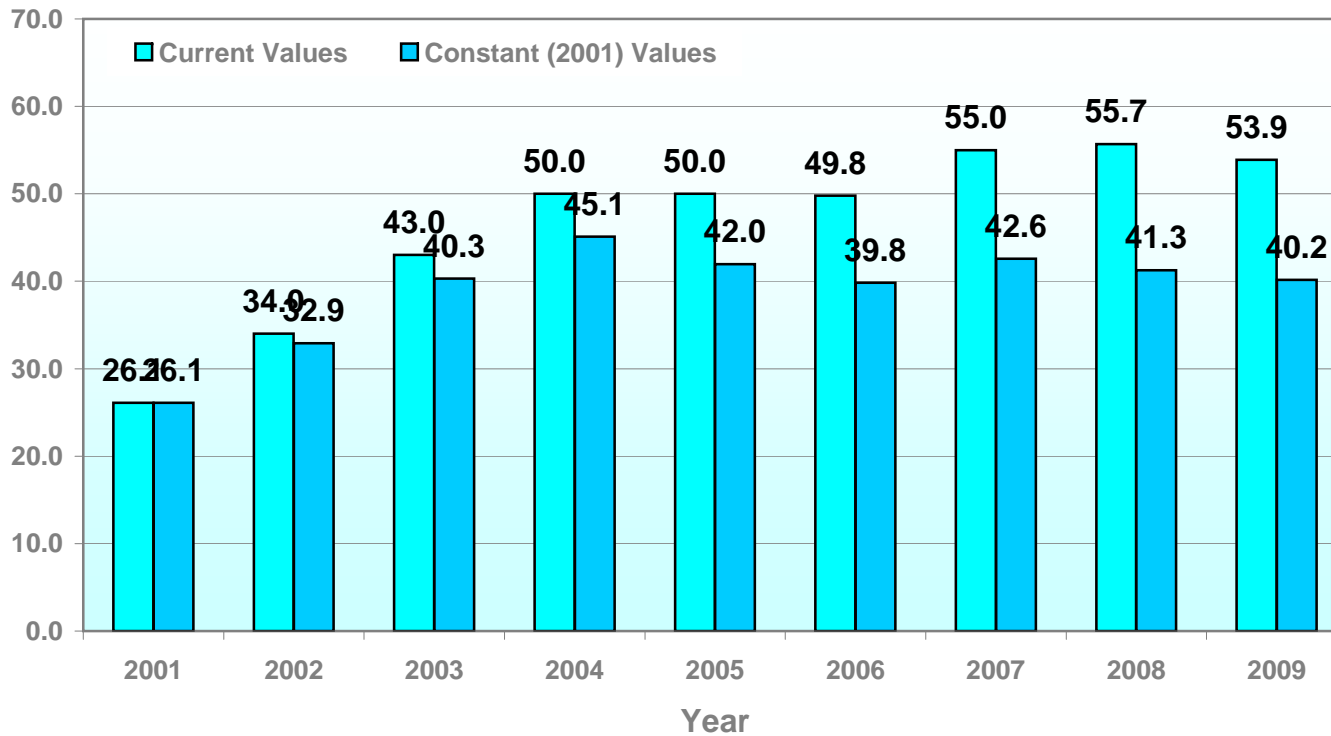
## Profitability

- Median % return on turnover



# Productivity

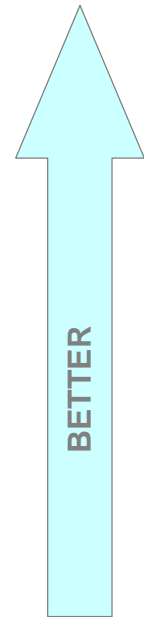
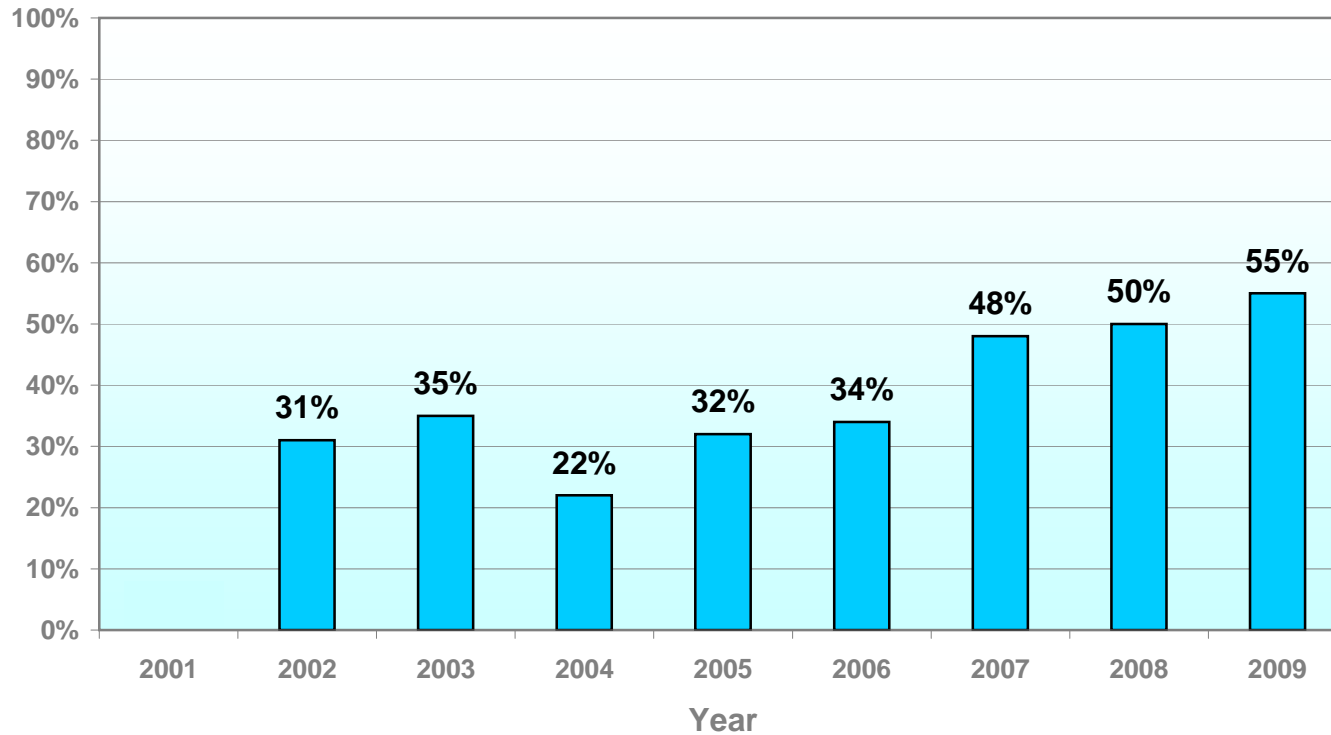
- Median value added per M&E operative (£000)



Current values deflated by the "All Construction Output Price Index" for the first years KPI to arrive at constant values

## Safety - M&E Contractors - All Companies

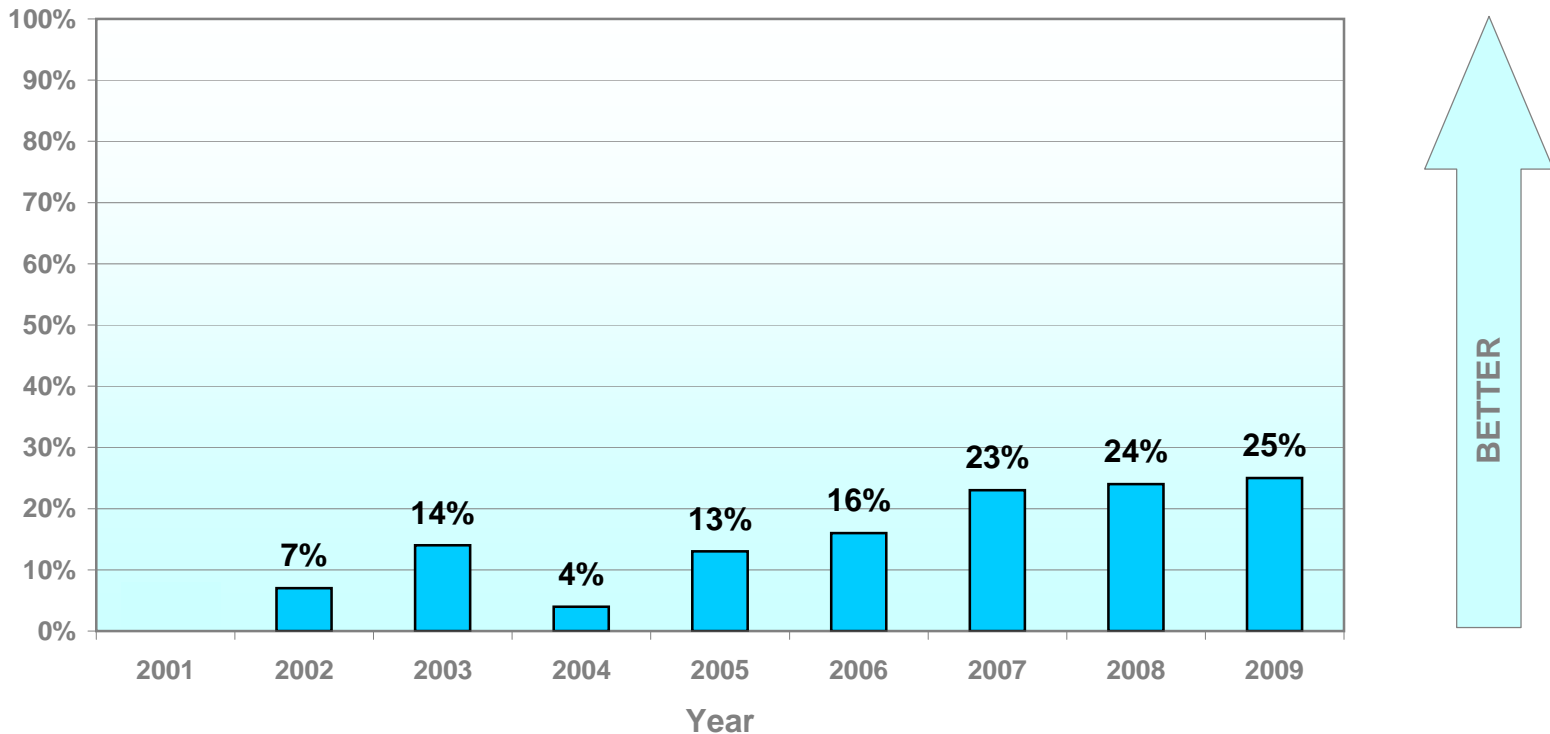
- % achieving zero accident incidence rate



Based on company annual accident incidence rates collected in the BSRIA M&E Contractors Survey. From 2002 data has been adjusted for under reporting, therefore, direct comparison with 2001 is not valid.

## Safety - M&E Contractors - Companies with 60 or more staff

- % achieving zero accident incidence rate



Based on company annual accident incidence rates collected in the BSRIA M&E Contractors Survey. From 2002 data has been adjusted for under reporting, therefore, direct comparison with 2001 is not valid.

All Years

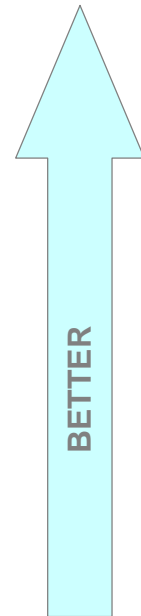
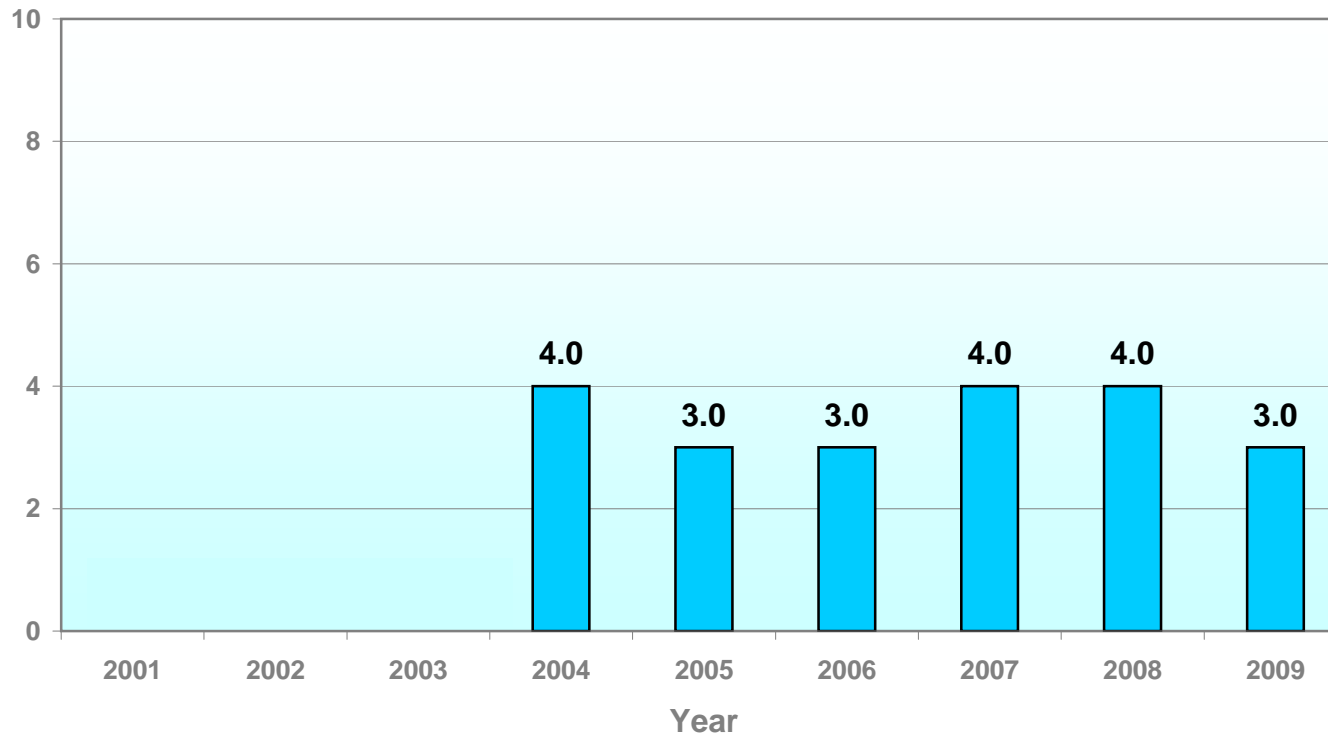


M&E  
Contractors

Year-on-year comparison

## Respect for People - Training

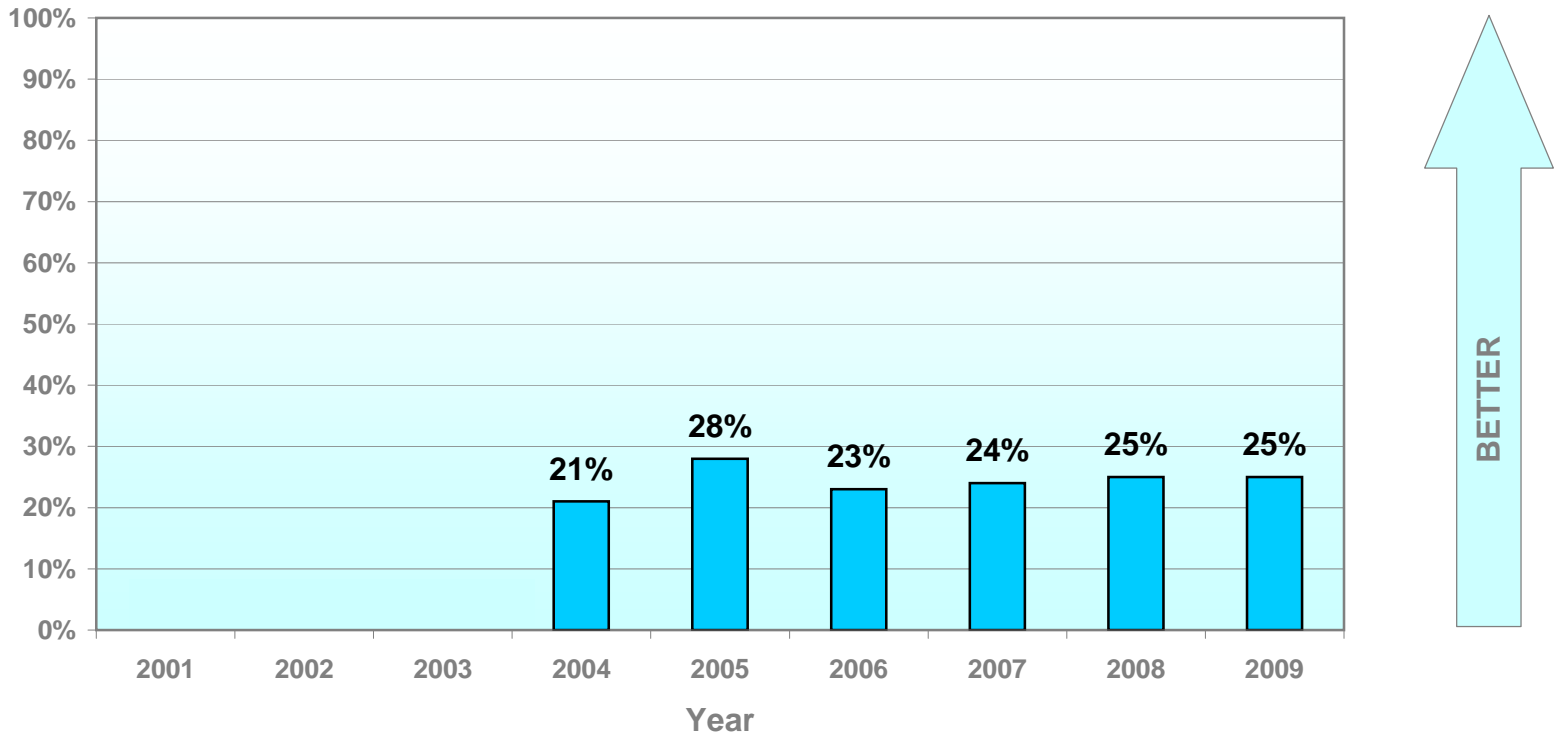
- Median time spent in training per member of M&E staff (day)



Data not available before the first year shown.

## Contractor Satisfaction - Payment Overall

- % scoring 8/10 or better



Data not available before the first year shown.