



KPI	Measure	Performance									Trend	
		2001	2002	2003	2004	2005	2006	2007	2008	2009	Last Year	All Years
Client Satisfaction - Design	- % scoring 8/10 or better	38%	37%	39%	51%	61%	63%	63%	60%	64%	↑↑	↑↑
Client Satisfaction - Installation	- % scoring 8/10 or better	56%	68%	65%	63%	67%	71%	74%	72%	71%	↓	↑
Client Satisfaction - Service	- % scoring 8/10 or better	56%	55%	58%	61%	69%	66%	67%	68%	69%	↑	↑
Client Satisfaction - Quality of O&M Manuals	- % scoring 8/10 or better	50%	44%	38%	44%	44%	45%	46%	48%	48%	→←	→←
1 Client Satisfaction - Value for Money	- % scoring 8/10 or better	-	-	-	54%	61%	65%	60%	58%	59%	↑	↑
1 Contractor Satisfaction - Payment Overall	- % scoring 8/10 or better	-	-	-	21%	28%	23%	24%	25%	25%	→←	↑
Defects	- % scoring 8/10 or better	63%	55%	63%	60%	66%	66%	66%	68%	69%	↑	↑
Predictability - Cost	- % on cost or better	37%	40%	41%	42%	43%	45%	47%	47%	46%	↓	↑
Predictability - Time	- % on time or better	53%	52%	49%	46%	47%	49%	53%	54%	53%	↓	→←
Profitability	- Median % return on turnover	2.2%	4.2%	3.9%	4.3%	4.3%	4.1%	3.9%	4.1%	3.9%	↓	↑↑
Productivity (Current Values)	- Median value added per M&E operative (£000)	26.1	34.0	43.0	50.0	50.0	49.8	55.0	55.7	53.9	↓	↑↑
2 Productivity (Constant 2001 Values)	- Median value added per M&E operative (£000)	26.1	32.9	40.3	45.1	42.0	39.8	42.6	41.3	40.2	↓	↑↑
3 Safety - M&E Contractors - All Companies	- % achieving zero accident incidence rate	-	31%	35%	22%	32%	34%	48%	50%	55%	↑↑	↑↑
3 Safety - M&E Contractors - Companies with 60 or more staff	- % achieving zero accident incidence rate	-	7%	14%	4%	13%	16%	23%	24%	25%	↑	↑↑
1 Respect for People - Training	- Median time spent in training per member of M&E staff (day)	-	-	-	4.0	3.0	3.0	4.0	4.0	3.0	↓↓	↓↓
1 Environmental Impact of Installation Process	- % scoring 8/10 or better	-	-	-	41%	50%	54%	56%	58%	57%	↓	↑↑

1 Data not available before the first year shown.

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

3 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.