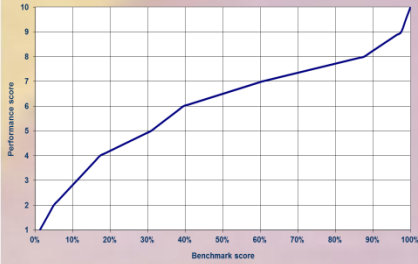
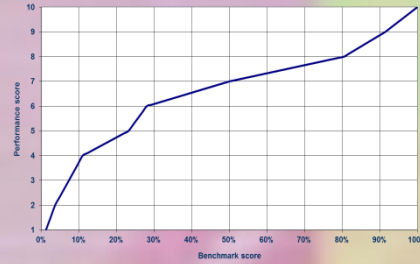


# Mechanical and Electrical Maintenance Customer Satisfaction Key Performance Indicators BSRIA O & M Benchmarking Network

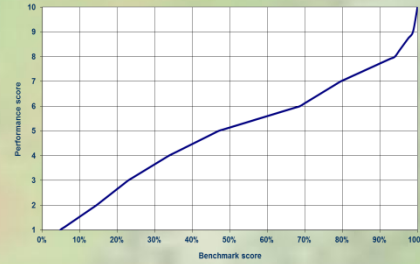
## Managing Budget



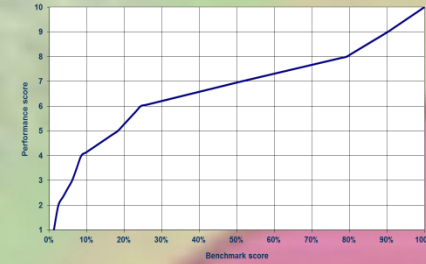
## Manage Health & Safety



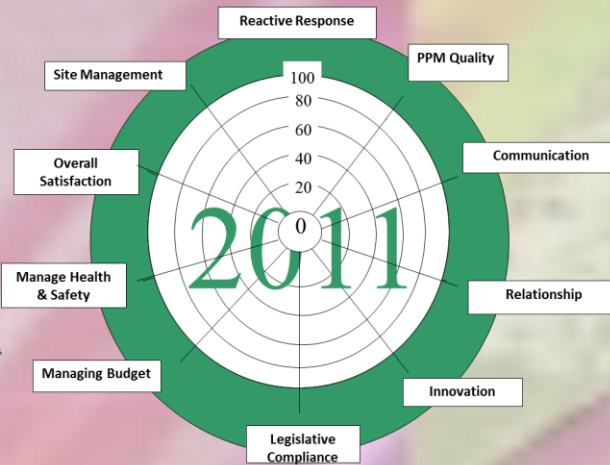
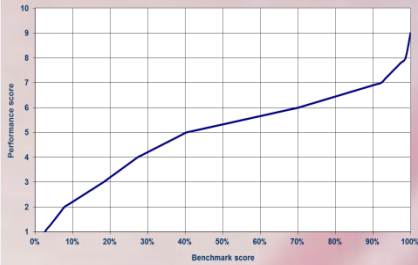
## Innovation



## Legislative Compliance



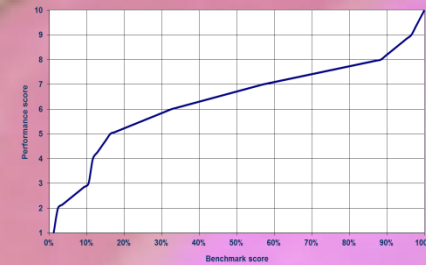
## Overall Satisfaction



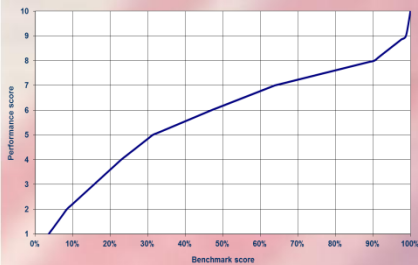
To calculate the benchmark score: -

1. Select the appropriate graph
2. Plot the measured performance for the M&E service provider under consideration on the vertical axis
3. Read across to the performance line
4. Read down to the horizontal axis. This is the service providers benchmark score out of 100%

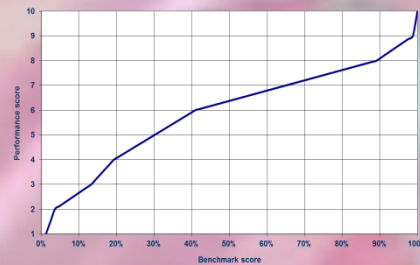
## Reactive Response



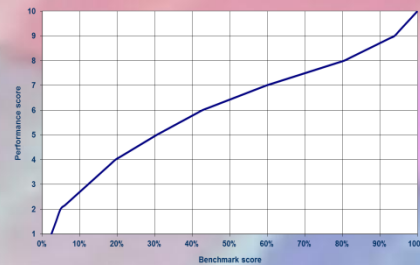
## Site Management



## PPM Quality



## Relationships



## Communication

