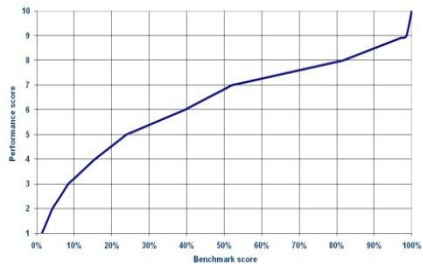
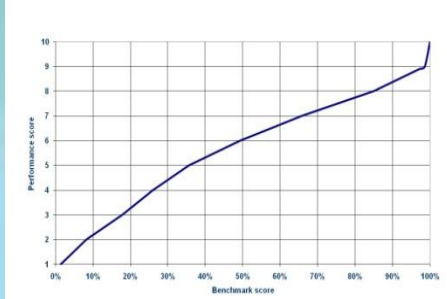


# Mechanical and Electrical Maintenance Customer Satisfaction Key Performance Indicators BSRIA O & M Benchmarking Network

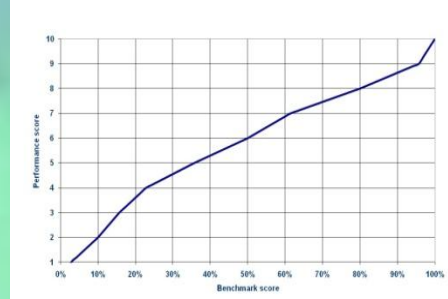
## Reactive Response



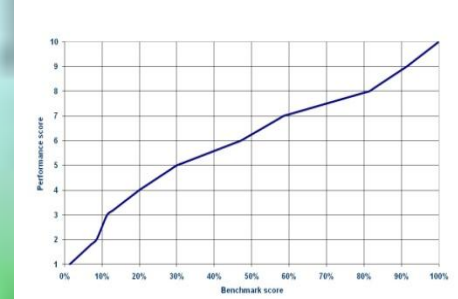
## PPM Quality



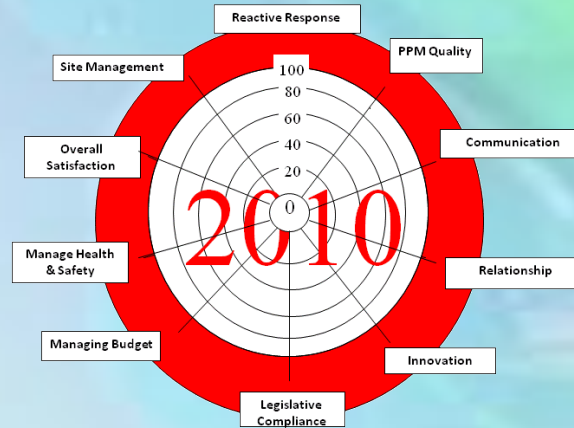
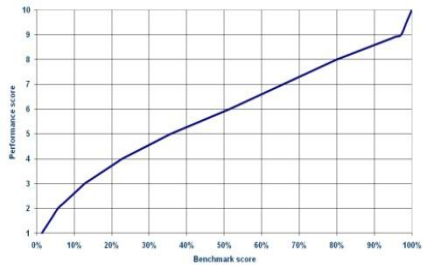
## Communication



## Relationships



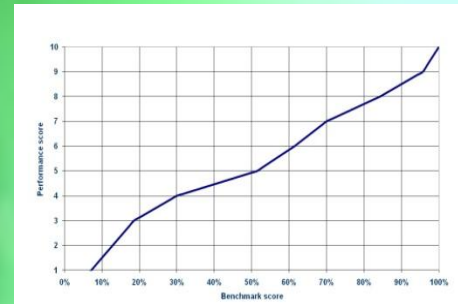
## Site Management



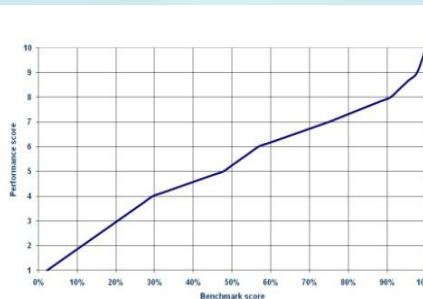
To calculate the benchmark score: -

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%

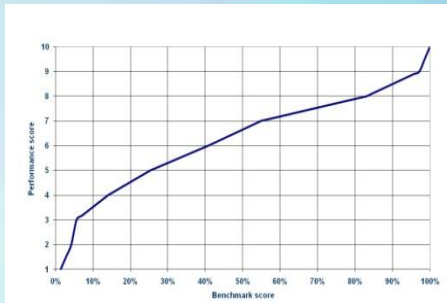
## Innovation



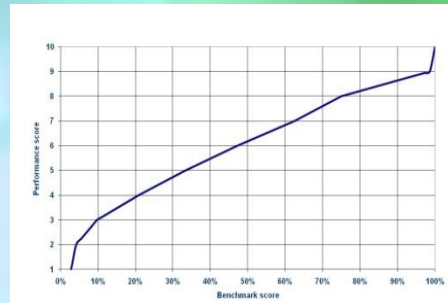
## Overall Satisfaction



## Manage Health & Safety



## Managing Budget



## Legislative Compliance

