

National and International Benchmarking

Programme Projects completed in the 12 months to 31 December 2015

(Please tick one box for predominant classification where applicable)

Project Name (Optional):	
Project Region:	Akl <input type="checkbox"/> ChCh <input type="checkbox"/> Well <input type="checkbox"/> Other:
Classification:	New Build <input type="checkbox"/> Refurbishment <input type="checkbox"/> Repair & Maintenance <input type="checkbox"/>
Type of Project:	E.g. Road, Warehouse, School, Hospital etc
Sector:	Public Housing: <input type="checkbox"/> Private Housing: <input type="checkbox"/> Non-Housing Public: <input type="checkbox"/> Private Office: <input type="checkbox"/> Private Industrial: <input type="checkbox"/> Private Retail: <input type="checkbox"/> Private Leisure: <input type="checkbox"/> Infrastructure: <input type="checkbox"/> Private Commercial Other: <input type="checkbox"/>
Delivery Model:	Traditional Lump Sum: without quantities <input type="checkbox"/> with quantities <input type="checkbox"/> Design and Build <input type="checkbox"/> Alliance <input type="checkbox"/> Management Contracting <input type="checkbox"/> ECI <input type="checkbox"/> Construction Management <input type="checkbox"/> Other:
Form of Contract:	

Qualitative KPIs. All the KPIs below are scored by you or your client/supplier providing a score based on opinion. Most KPIs use the scoring guide below. Where there is an exception, the scoring guide is provided along with the KPI.

Scoring Guide for KPIs Q1, S1, S2, S3, S4, S7.

Scoring Guide: (10) = Totally Satisfied: (7, 8, 9) = Mostly Satisfied: (5, 6) Neither satisfied or dissatisfied: (2, 3, 4) = mostly Dissatisfied: (1) = Totally dissatisfied

Q1 Client Satisfaction Quality of the Deliverable (Product)

Measures the Quality of Design outputs and Construction outputs.

Score out of 10	
------------------------	--

S1 Client Satisfaction Consultant Service

Measures the overall level of client satisfaction with the overall service delivered by the Consultant

Score out of 10	
------------------------	--

S2 Client Satisfaction Contractor Service

To determine the overall level of client satisfaction with the overall service delivered by the contractor

Score out of 10	
------------------------	--

S3 Client Satisfaction Delivery Team

Measures the level of client satisfaction with all those involved in the delivery of the project

Score out of 10	
------------------------	--

S4 Delivery Team Satisfaction with Client

Measures the level of Delivery team satisfaction with the Client

Score out of 10	
------------------------	--

S7 Client Satisfaction Value for Money

To determine the overall level of Client satisfaction, their assessment of the value for money of the finished project

Score out of 10	
------------------------	--

Q2 - Impact of Defects at Handover

Measures the impact on the user of any defects of physical work which are apparent at Handover (Gateway 5) NB Not Latent Defects which occur post Handover

Score out of 10	
Scoring Guide (10) = Defect free: (7, 8, 9) = Some defects with no significant effect on the client: (5, 6) Some defects with some impact on the client: (2, 3, 4) = Major defects with significant impact on the client: (1) = Totally defective (unusable)	

Scoring Guide for KPIs S5, S6

Scoring Guide: (NB Your score is if circumstances permit e.g. as part of a normal tendering procedure)
(10) = Yes, would actively seek to engage them: **(7, 8, 9)** = Would consider them as a strong candidate:
(5, 6) = Would consider them but not preferentially **(2, 3, 4)** = Probably not **(1)** = definitely not

S5 Client Satisfaction - Use Lead Consultant Again?

To determine the overall level of client satisfaction with the service delivered by the Lead Consultant

Score out of 10	
------------------------	--

S6 Client Satisfaction - Use Contractor Again?

To determine the overall level of client satisfaction with the service delivered by the Contractor

Score out of 10	
------------------------	--

OC1 Operational Continuity – Availability for Use

To determine the Facility's Operational Continuity for "business as usual" (normal operations) use by all parties through the life of the project. *NB Only applicable to projects in operational environments.*

Score out of 10	
Scoring Guide 10 – Encumbrance Free, 8 – Some encumbrance with no significant impact on client operations, 5/6 – Some encumbrance with some impact/delay on client operations, 3 – Major encumbered with major impact/delay on client operation, 1 – Totally encumbered – operation closed. V's agreed operational plan during construction.	

Quantitative KPIs.

All the KPIs below call for hard data from your project files or systems

T1 - Predictability Time: Design

Measures how closely the project design was delivered to the original timetable. Gateway 3 is in most cases the point when the client commits to the project.

Planned Design start Date at Gateway 3	
Planned Design Completion Date at Gateway 3	
Actual Design Start Date	
Actual Design Completion Date	

T2 - Predictability Time: Construction

Measures how closely the project construction was delivered to the original timetable.

Planned Construction start Date at Gateway 5	
Planned Construction Completion Date at Gateway 5	
Actual Construction Start Date	
Actual Construction Completion Date	

HSE1 - Safety LTIs

Measures the safety performance of the Consultant and Contractor on Construction Sites, i.e. the number of Lost Time Incidents (LTIs) per 200,000 man-hours worked

Number of loss Time injury cases	
Hours worked on the project	

C1 - Predictability Cost: Design

Measures how closely the project /package design (i.e. professional fee) was delivered to the original budget

Estimated design cost at Gateway 3	
Actual design Cost at project completion	

C2 - Predictability Cost: Construction

Measures how closely the project /package construction was delivered to the original estimate prior to commencement

Estimated construction cost at Gateway 5	
Actual construction Costs project completion	

Q3. Defects clearance period

Measures an element of the safety performance of the project relating to materials other than people.

Note: This does not include latent defects, i.e. those that are not evident or reported at the time of practical completion

Number of days from Practical Completion to correct all defects	
---	--

OC3 Damage

Measures the time to correct all defects (snags) reported at Practical Completion.

Note: Can be any incident with a material cost other than people – buildings, pavements, vehicles, equipment, plant etc.

The number of incidents per construction project	
--	--

Thank you for completing this form.

Please scan and email to admin@constructing.co.nz

Any queries, call Amanda Warren on (021) 892 124