

**Construction  
Clients' Group**  
CONSTRUCTING EXCELLENCE



# The National Construction Industry Key Performance Indicators

**2012 Data**

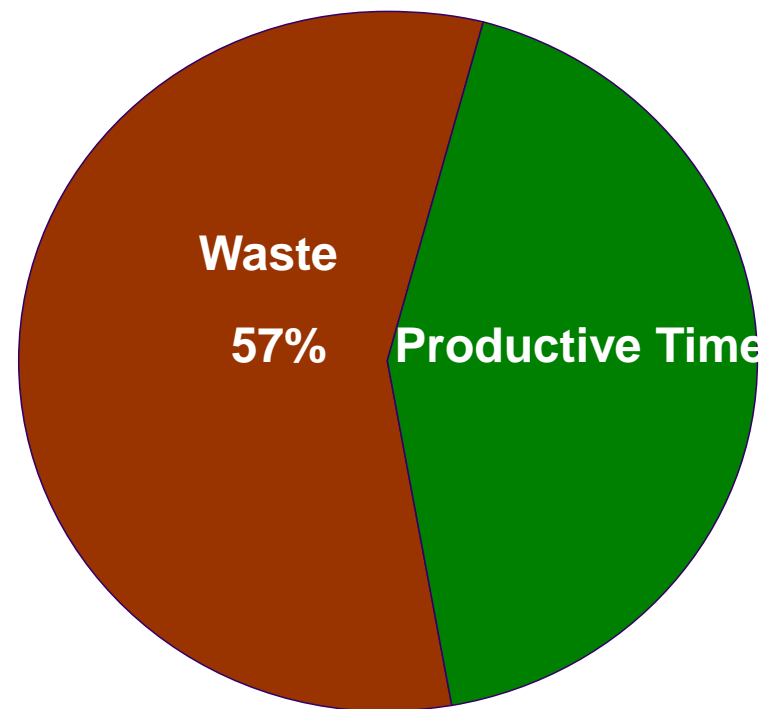
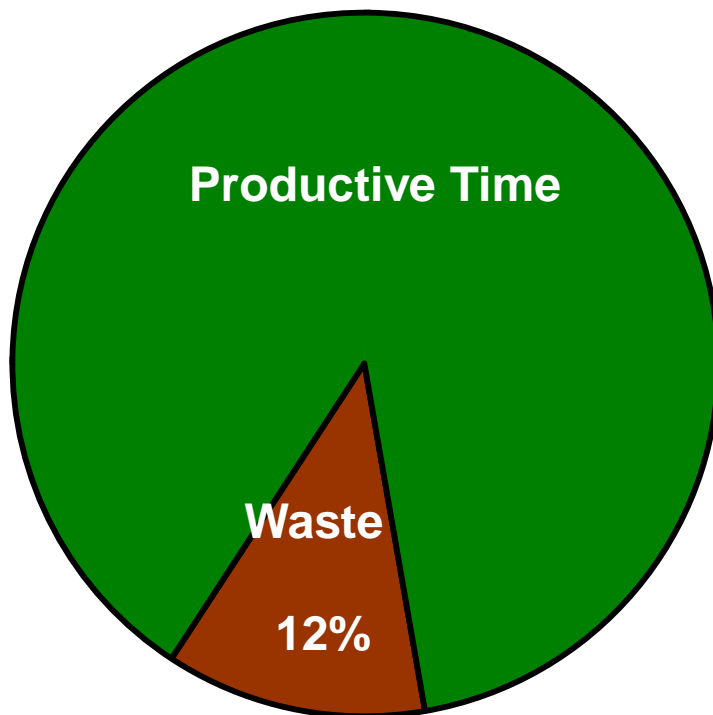
# What are they?

- ▶ New Zealand Construction Industry's suite of Industry Performance Measures
- ▶ The first step in the 20/20 Journey
- ▶ But...
- ▶ Weighing the Pig doesn't.....



# Why bother?...

- ▶ Sir John Egan: 30% Waste





# The 7 Types of Waste (Ohno, Lean Construction)

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## The Waste of...

...Overproduction building ahead of time

...Waiting people, information, materials

...Unnecessary Transportation haulage and double handling

...Inappropriate processing wrong methods

...Unnecessary inventory storage

...Unnecessary motions travel distances

...Defects rework

plus

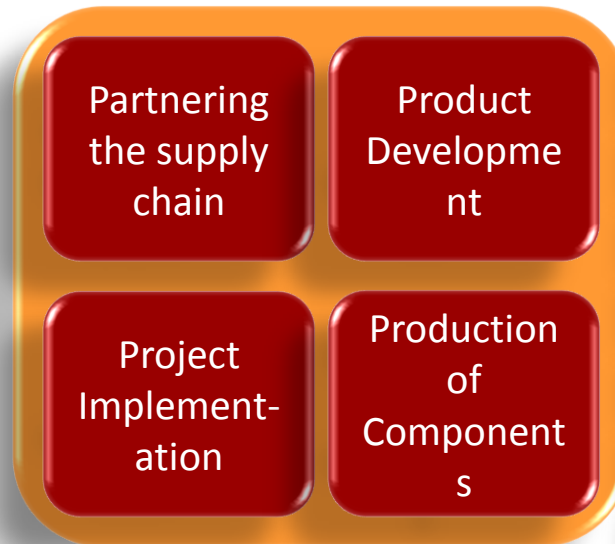
...Human potential not developing people

# The Constructing Excellence Model '5-4-7'

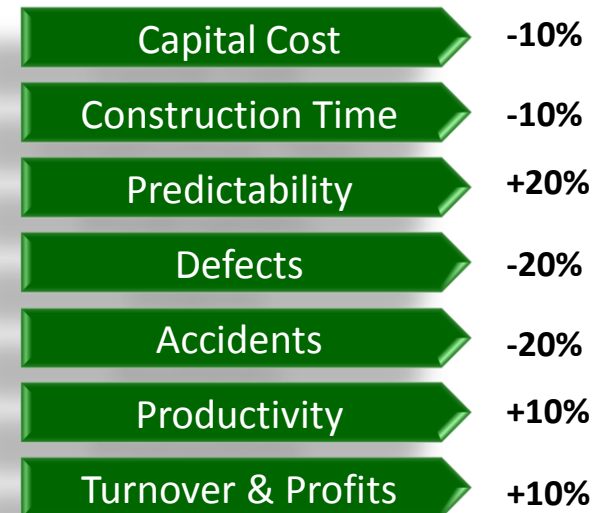
## Behaviours



## Processes



## Results



# A bit of History...

- ▶ 1998 UK KPIs
- ▶ 2004 NZ adopts and adapts



# Where are we now?

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- ▶ Second suite since 2006
- ▶ New Vertical Vs Horizontal Suite
- ▶ 120 Projects - 30 clients data

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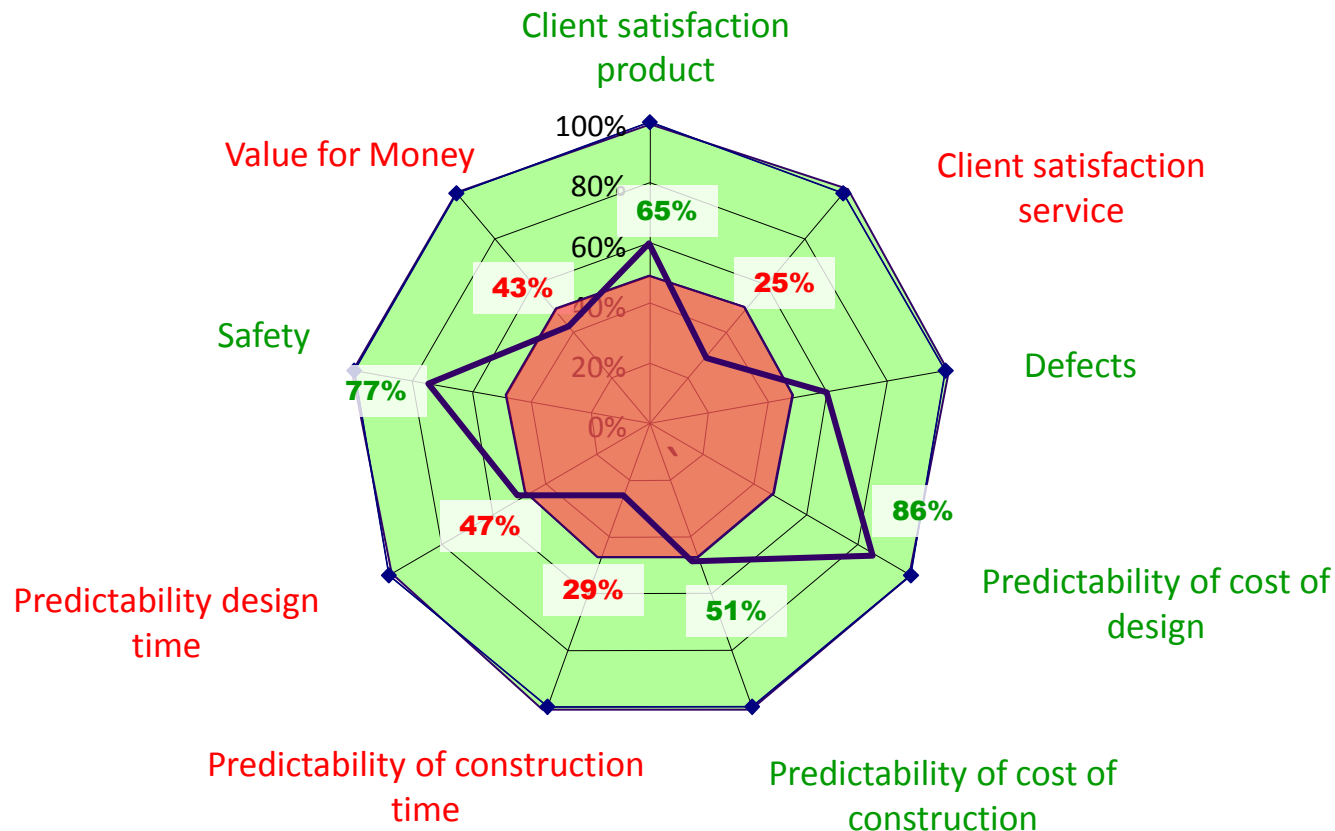
# The Results – The Wallcharts...





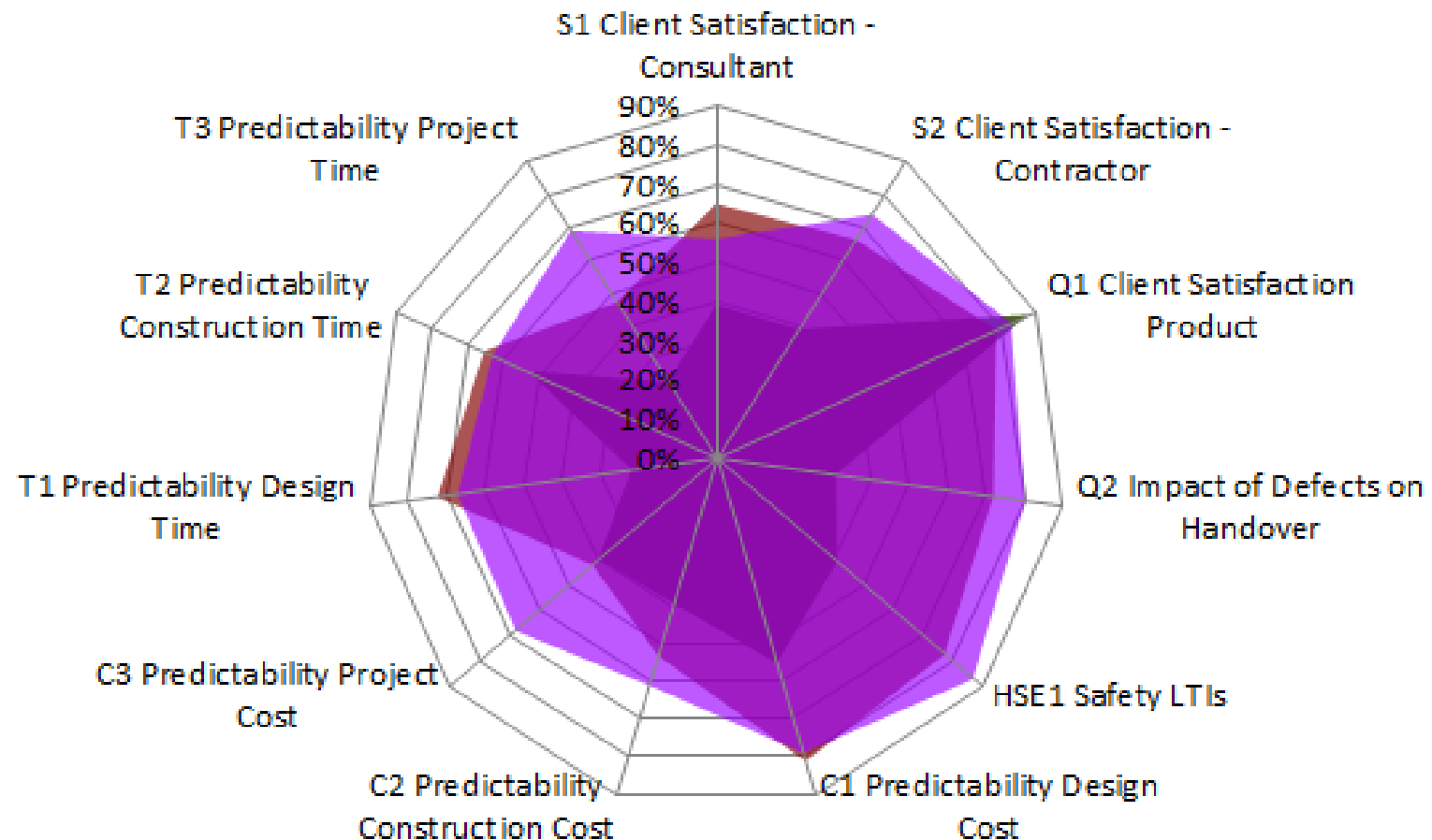
# The Results – Spidergraphs...

## Example Project Spidergraph



# NZ Industry Results – 2006, 2011, 2012

% Projects Scoring...



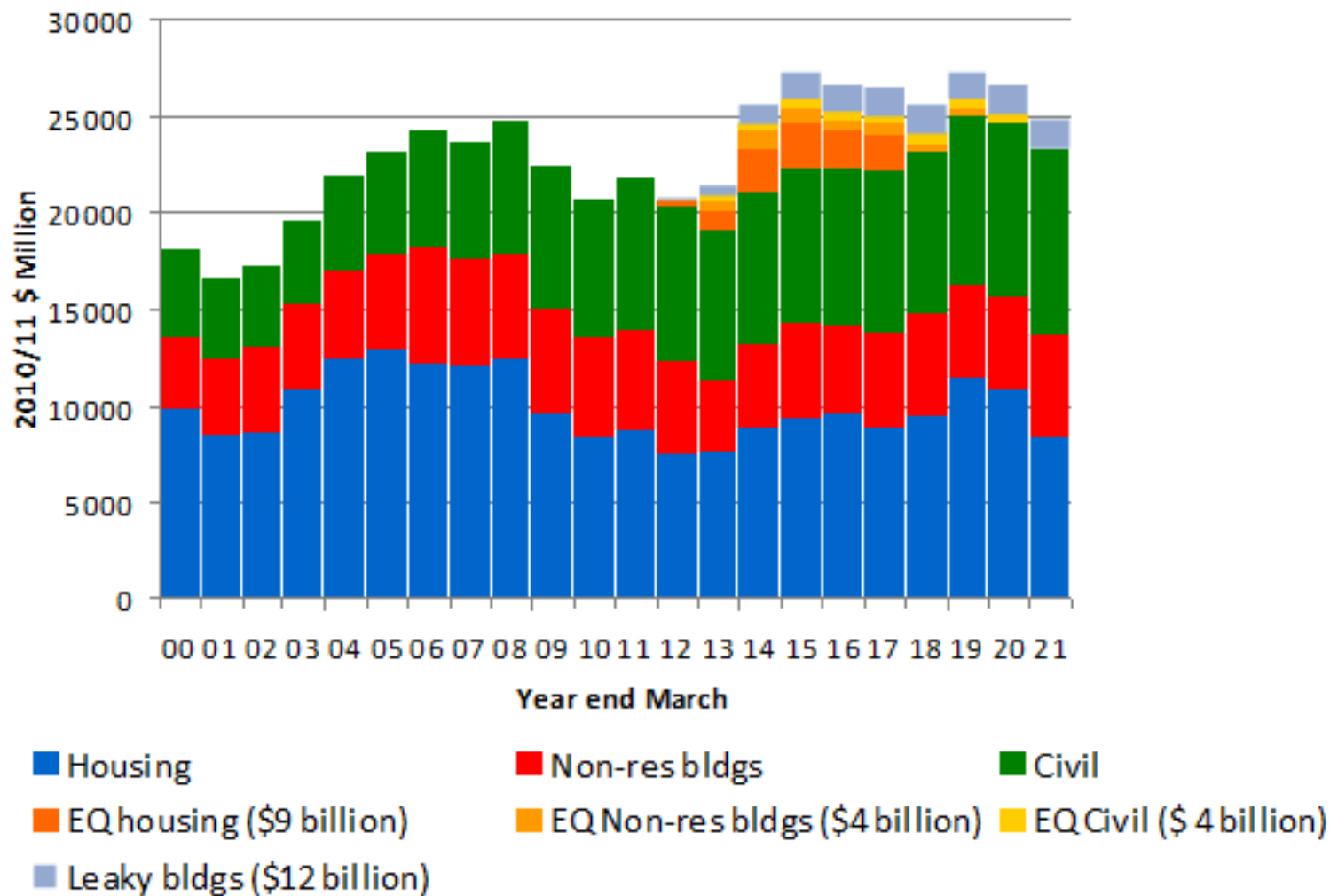
■ NZ Score 2006

■ CCG Score 2011 Data

■ CCG Score 2012 Data

# The wall of work is coming

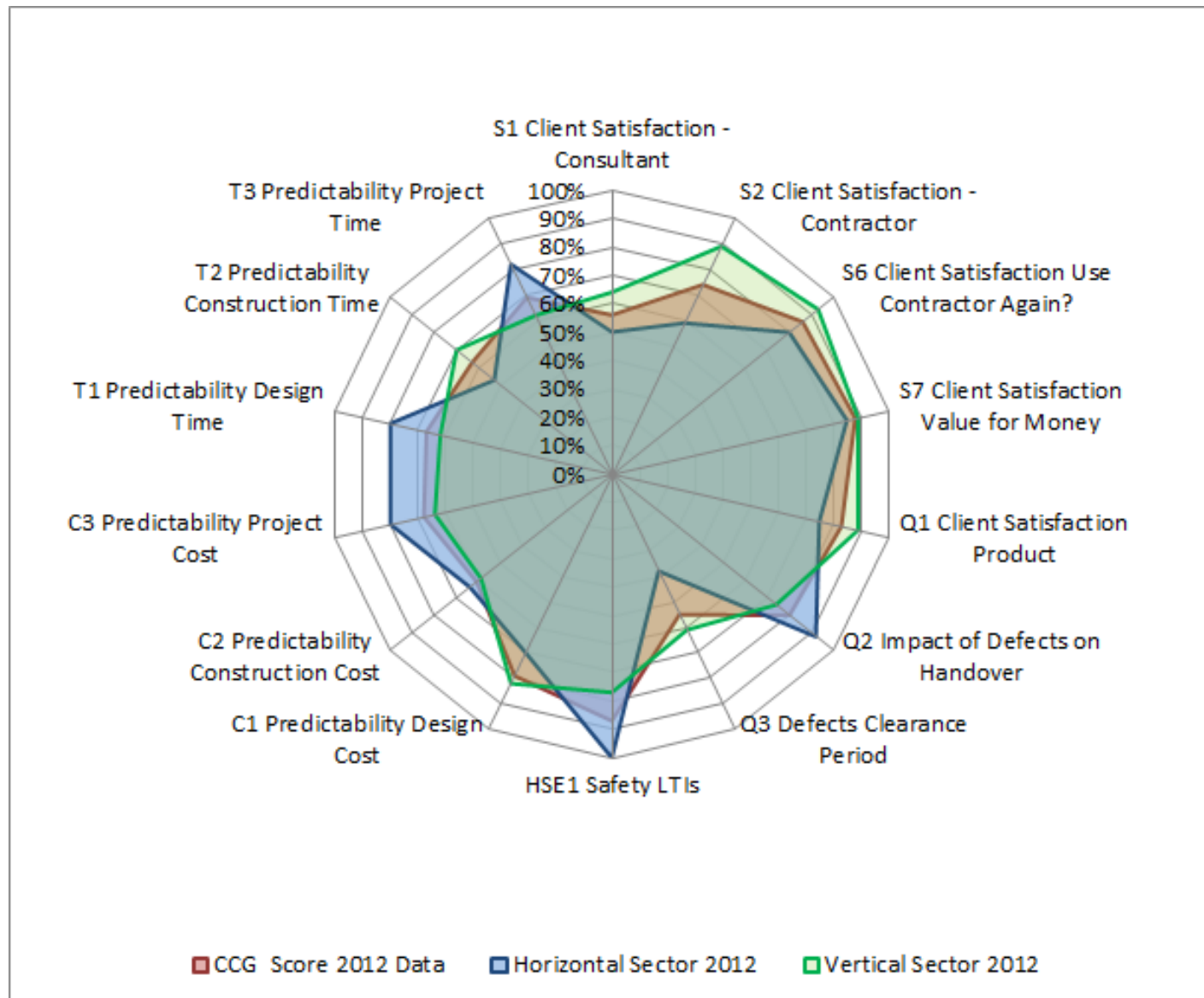
Construction industry workloads



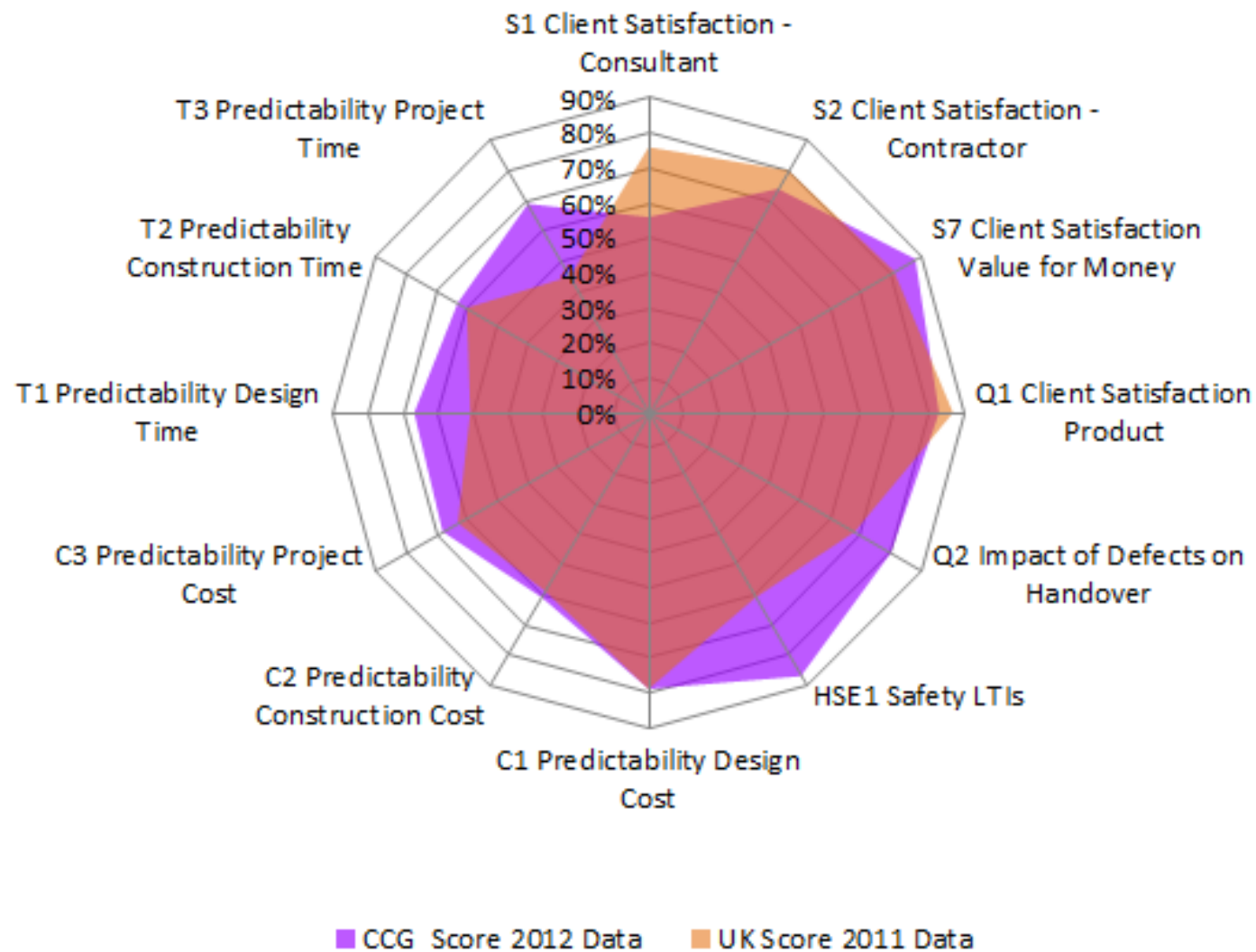
# Industry Results – 2006, 2011, 2012% Projects Scoring...

KPI Suite	KPI	Measure - % Projects	NZ Score 2006	CCG Score 2011 Data	CCG Score 2012 Data
SATISFACTION	S1 Client Satisfaction - Consultant	% Scoring 8/10 or better	39%	65%	56%
	S2 Client Satisfaction -Contractor	% Scoring 8/10 or better	39%	66%	74%
	S3 Client Satisfaction - Delivery Team			80%	72%
	S6 Client Satisfaction Use Contractor Again?	% Scoring 8/10 or better		79%	86%
	S7 Client Satisfaction Value for Money	% Scoring 8/10 or better		75%	88%
QUALITY	Q1 Client Satisfaction Product	% Scoring 8/10 or better	88%	79%	83%
	Q2 Impact of Defects on Handover	% Scoring 8/10 or better	31%	72%	80%
	Q3 Defects Clearance Period	% where defects are cleared within 14 days		60%	55%
SAFETY	HSE1 Safety LTIs	% Projects with zero LTIs (Lost Time Incidents)	41%	77%	87%
COST	C1 Predictability Design Cost	% on target or better	55%	81%	79%
	C2 Predictability Construction Cost	% on target or better	39%	53%	61%
	C3 Predictability Project Cost	% on target or better	40%	42%	68%
TIME	T1 Predictability Design Time	% on target or better	22%	72%	67%
	T2 Predictability Construction Time	% on target or better	53%	65%	63%
	T3 Predictability Project Time	% on target or better	23%	47%	69%

# NZ CCG 2012 – Horizontal Vs Vertical Sectors

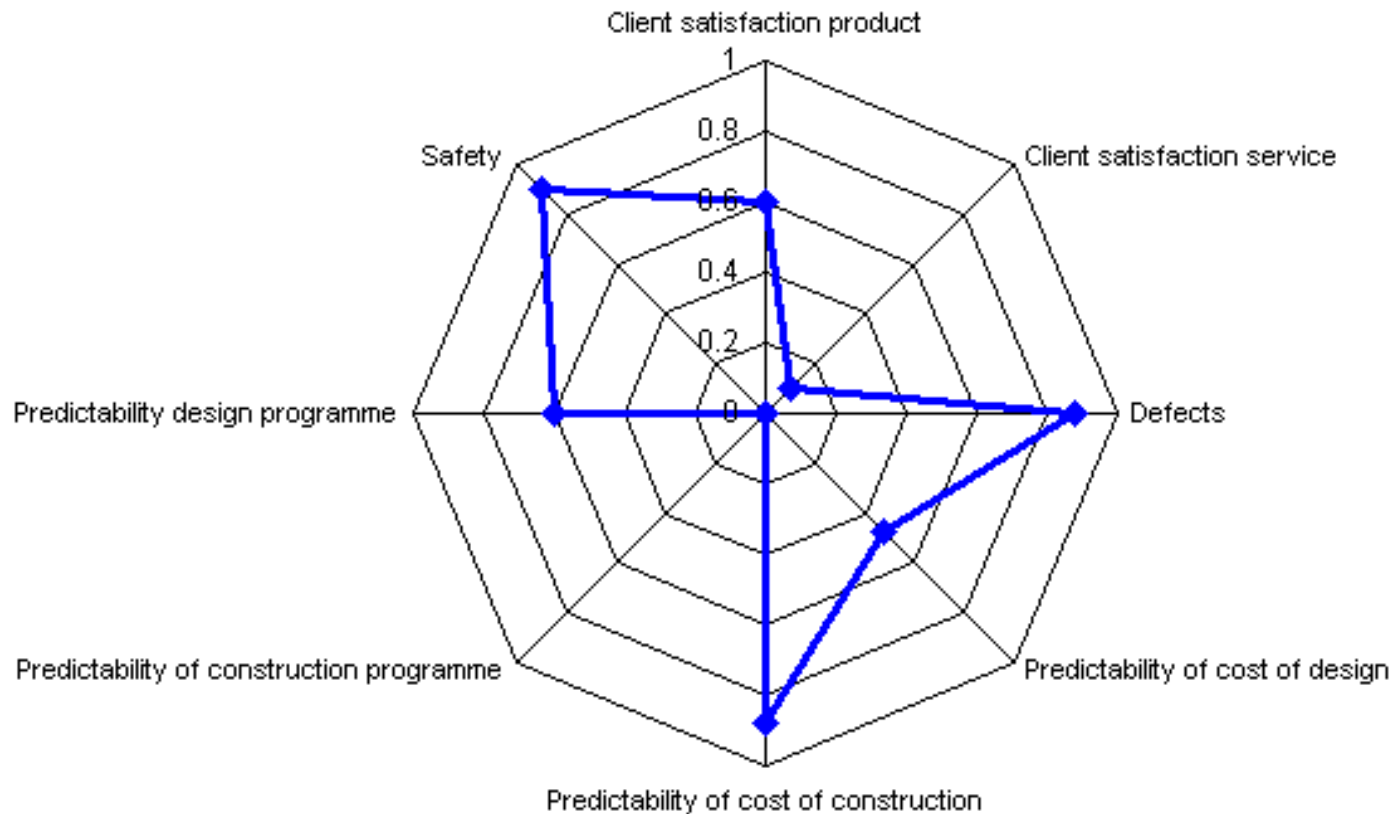


# NZ Versus UK



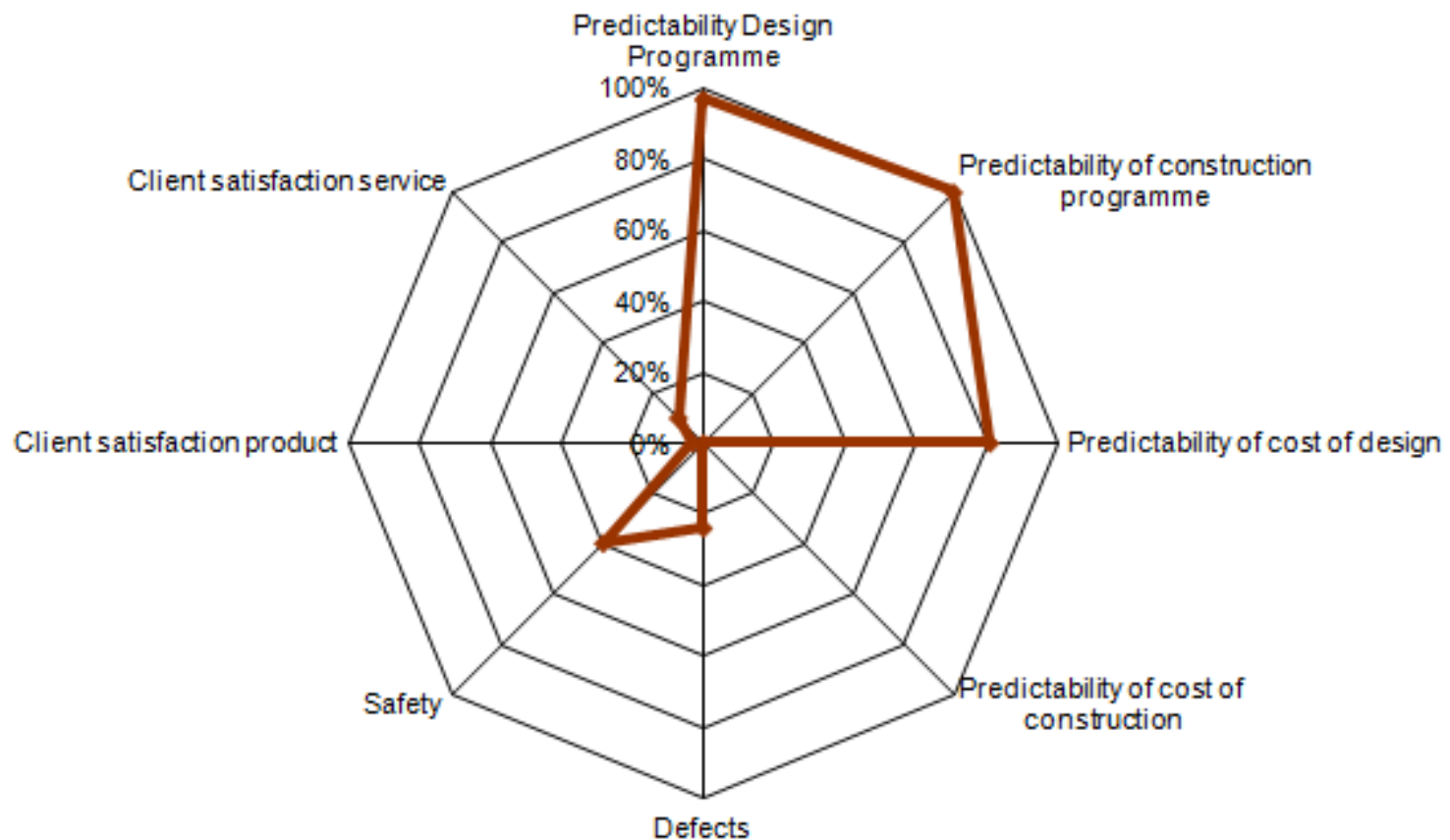
# Sample Project Spidergraph

## ► Acme Retail Ltd



# Sample Project Spidergraph

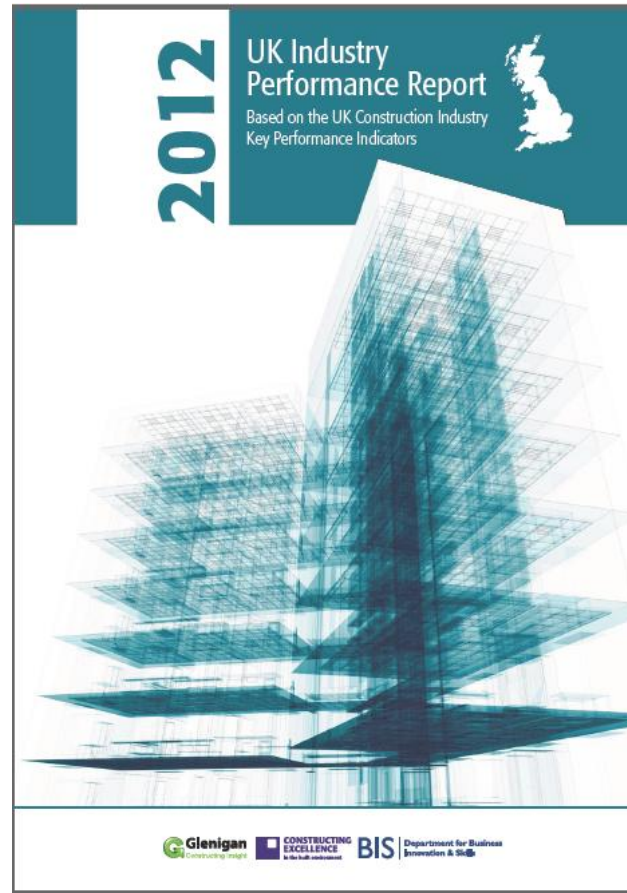
## ► Public Housing plc





# UK Progress

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## UK Progress

[illegible]

# What next?

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- ▶ Full Report published November 2013
- ▶ Sponsors personalised Benchmark December 2013
- ▶ Gathering your 2013 project data by June 30<sup>th</sup> 2014
- ▶ 2013 Report – September 2014
- ▶ Lets all get measuring but...
- ▶ Let's FATTEN THAT PIG – Together!!!



# Ways we help the industry to improve

