Construction Clients Group
NZ National Construction KPIs
Using KPIs Workshop

30th June 2005

Using the KPIs

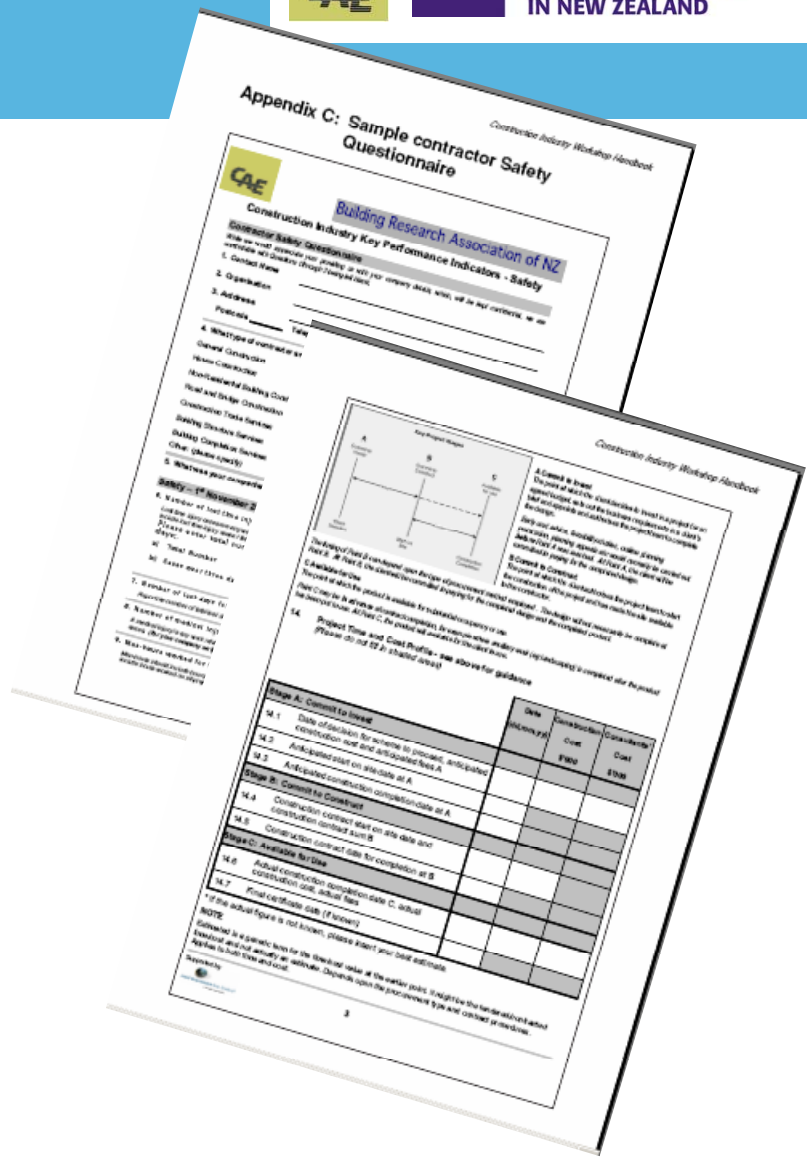
- Collecting Data
- Deciding what to benchmark against
- Measuring the project or company score
- Reporting the results
- Analysing the results
- Taking Action
- Remeasuring

The Measures - KPIs

1. **Client Satisfaction**
   - Product
   - Service
2. **Quality – Defects**
3. **Predictability – Cost**
   - Design
   - Construction
   - Project
4. **Predictability – Time**
   - Design
   - Construction
   - Project
5. **Safety – Accidents**
   - Lost time incident days per 200,000 employed
   - (API - Over 3 day accidents per 100,000 employed)
6. **Profitability**

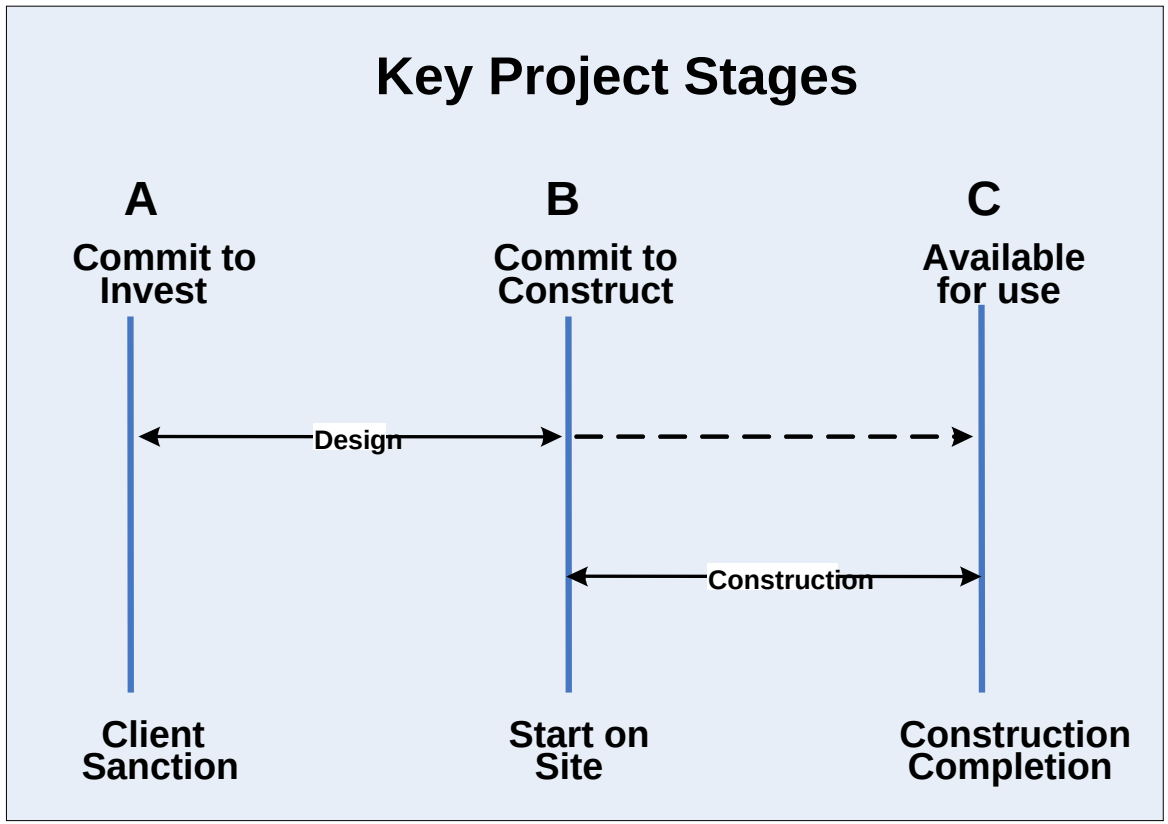
Using the KPIs
Collecting Data

- Survey
- Records
- Sample Questionnaires
  - See handouts
- Spreadsheets
- Custom Handbook



Using the KPIs
Collecting Data

- Key Project Stages

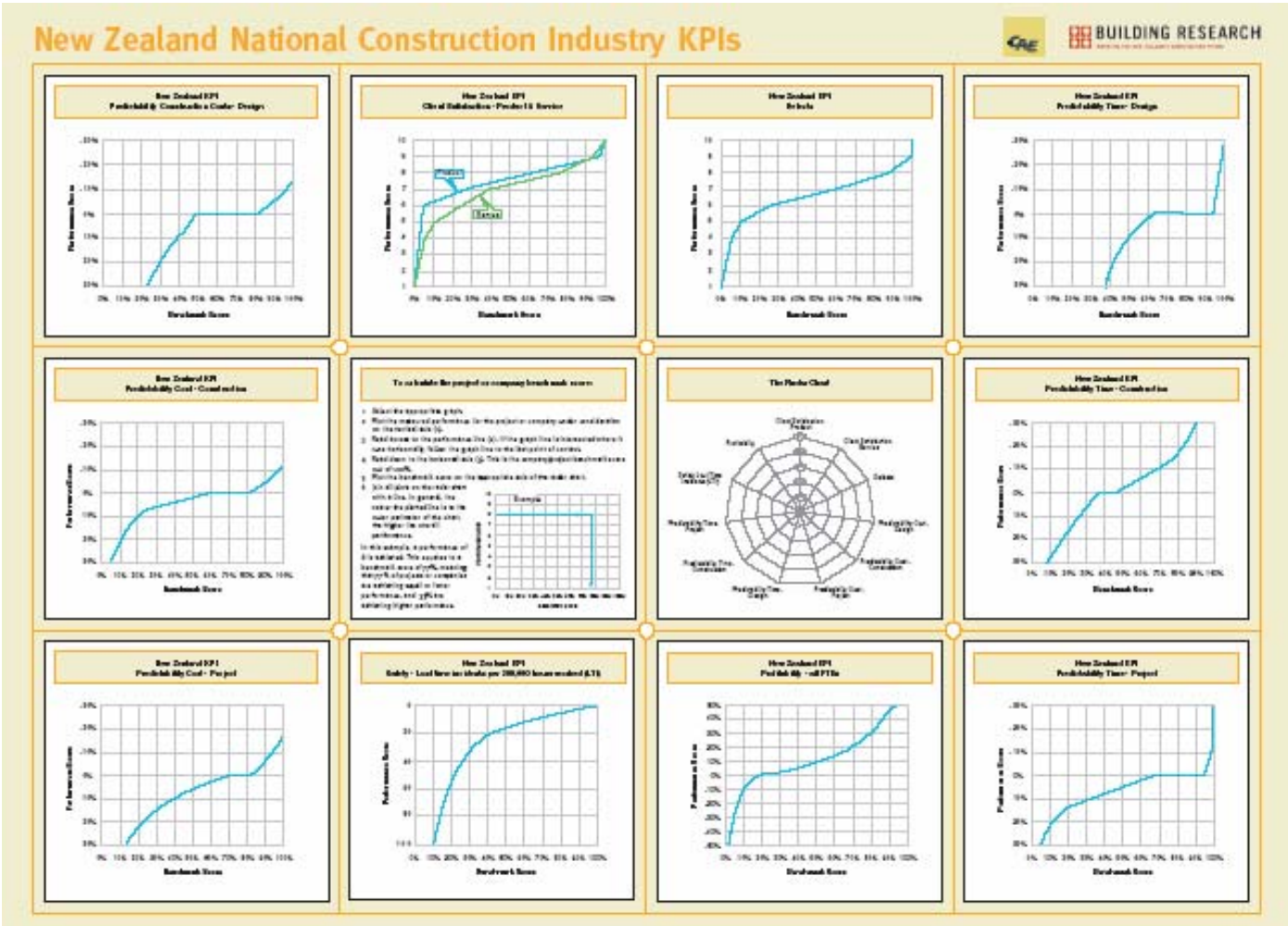


Using the KPIs
Collecting Data

Frequency	Usefulness
Annual	Provides a 'snapshot' Limited data for limited effort Can be used to ‘kick start’ a continuous improvement programme and audit the results
End of project or phase	Provides more rapid feedback in greater quantity. Requires greater effort, but can form the basis of significant performance improvement.
Quarterly	Provides regular performance management information. Keeps the focus on organisation’s targets. May conflict with the natural cycle of projects.
Monthly	Keeps a firm check on performance and may meet contractual requirements. May not leave time for measurable improvement to take place.

Using the KPIs

Decide what to benchmark against

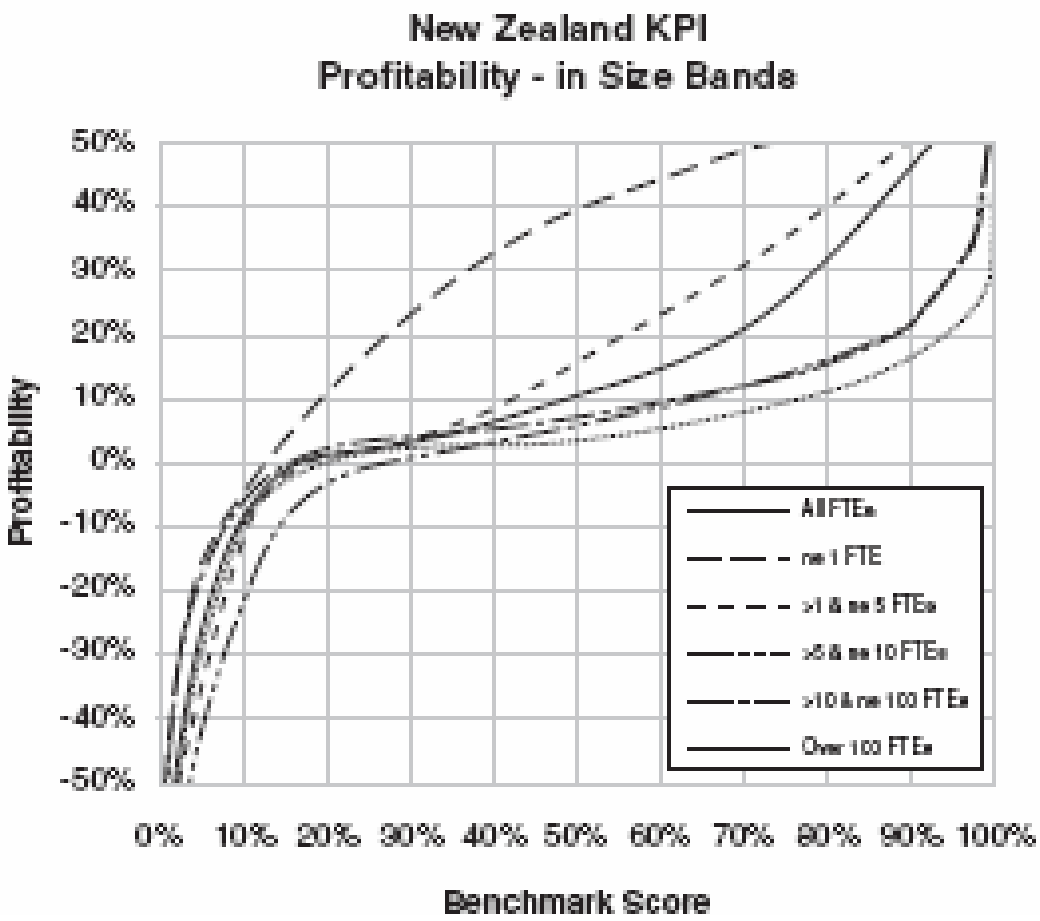


Using the KPIs

Decide what to benchmark against

BUILDING RESEARCH
INVESTING FOR NEW ZEALAND'S CONSTRUCTION FUTURE
CAE
CONSTRUCTING EXCELLENCE IN NEW ZEALAND

APIs



Using the KPIs
Decide what to benchmark against

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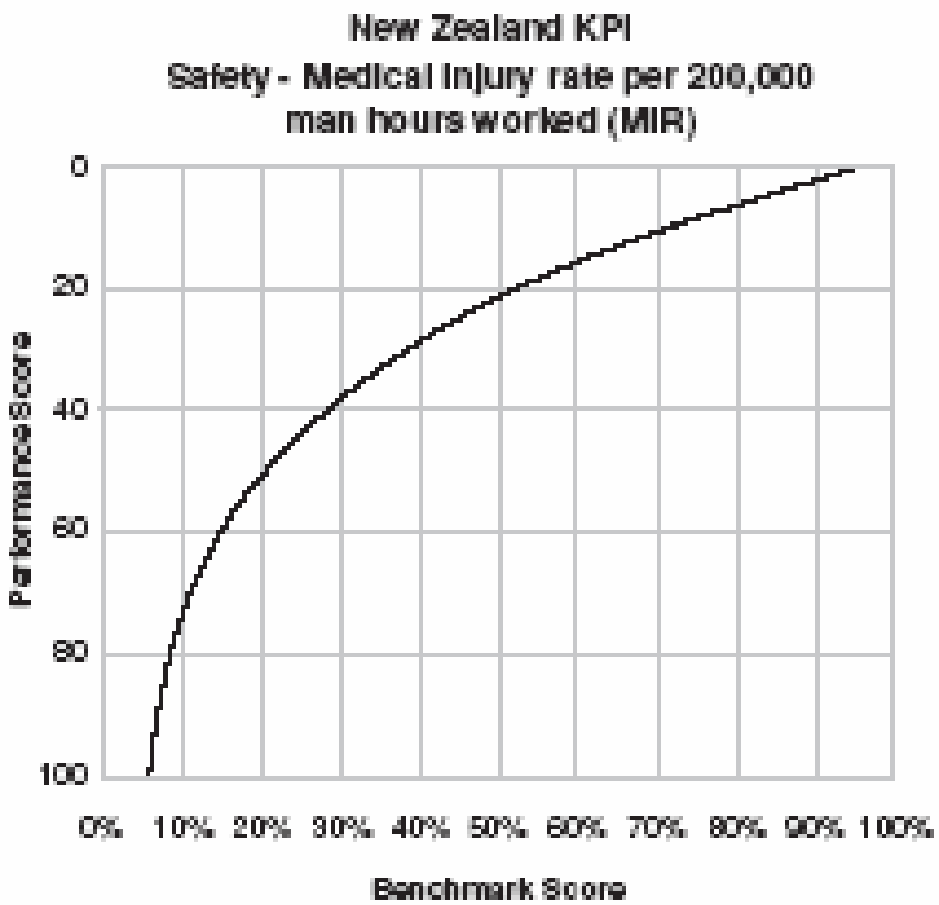


Using the KPIs
Measuring the project score

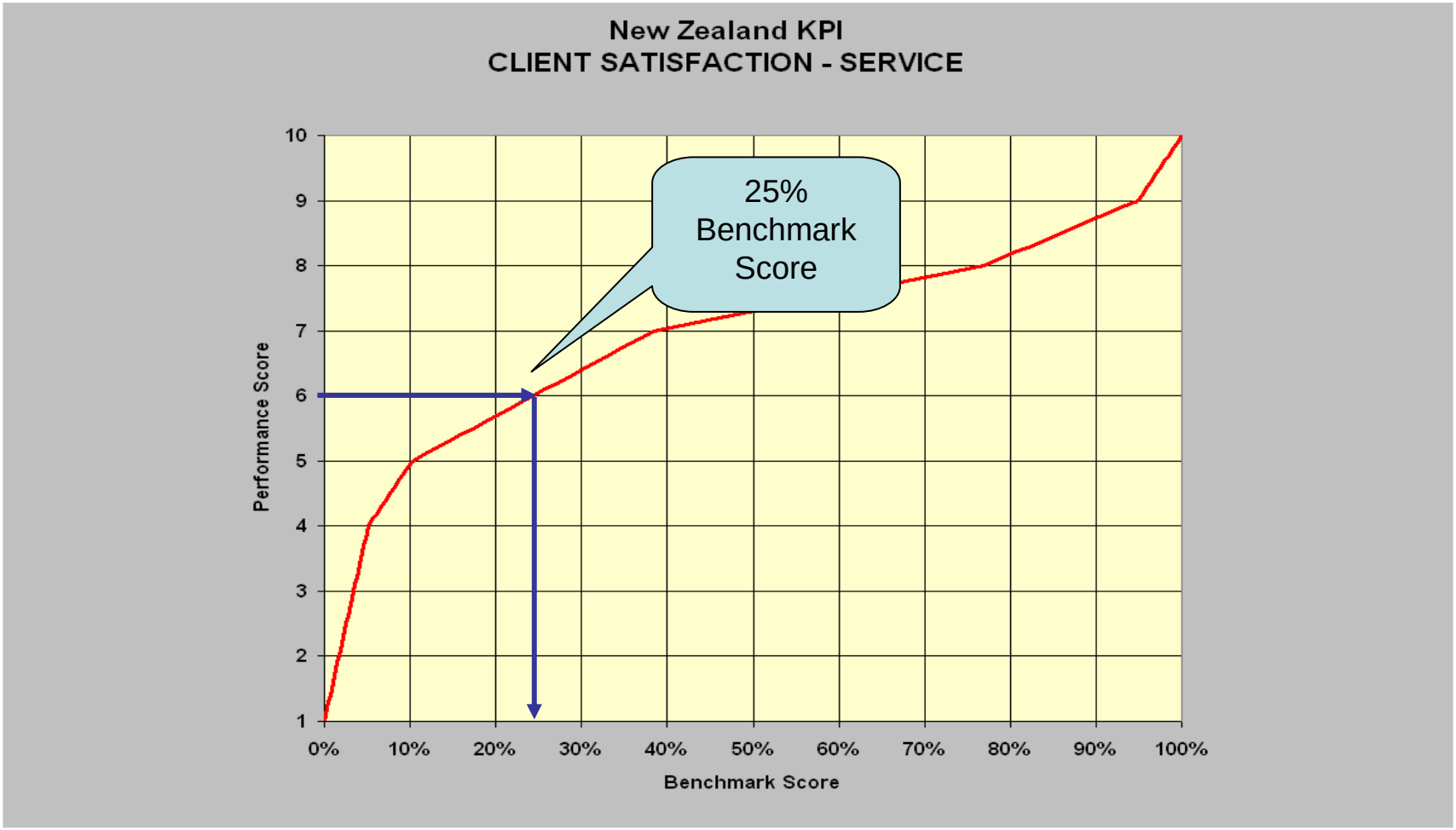
- Refer to handout – “Methods of Measurement”

- During a post-project review, the client scores satisfaction with the service at **6** out of **10**.

- Using the Client’s satisfaction – service graph to calculate a benchmark score, the rating of **6** equates to a benchmark score of **25%** on the All Construction chart.

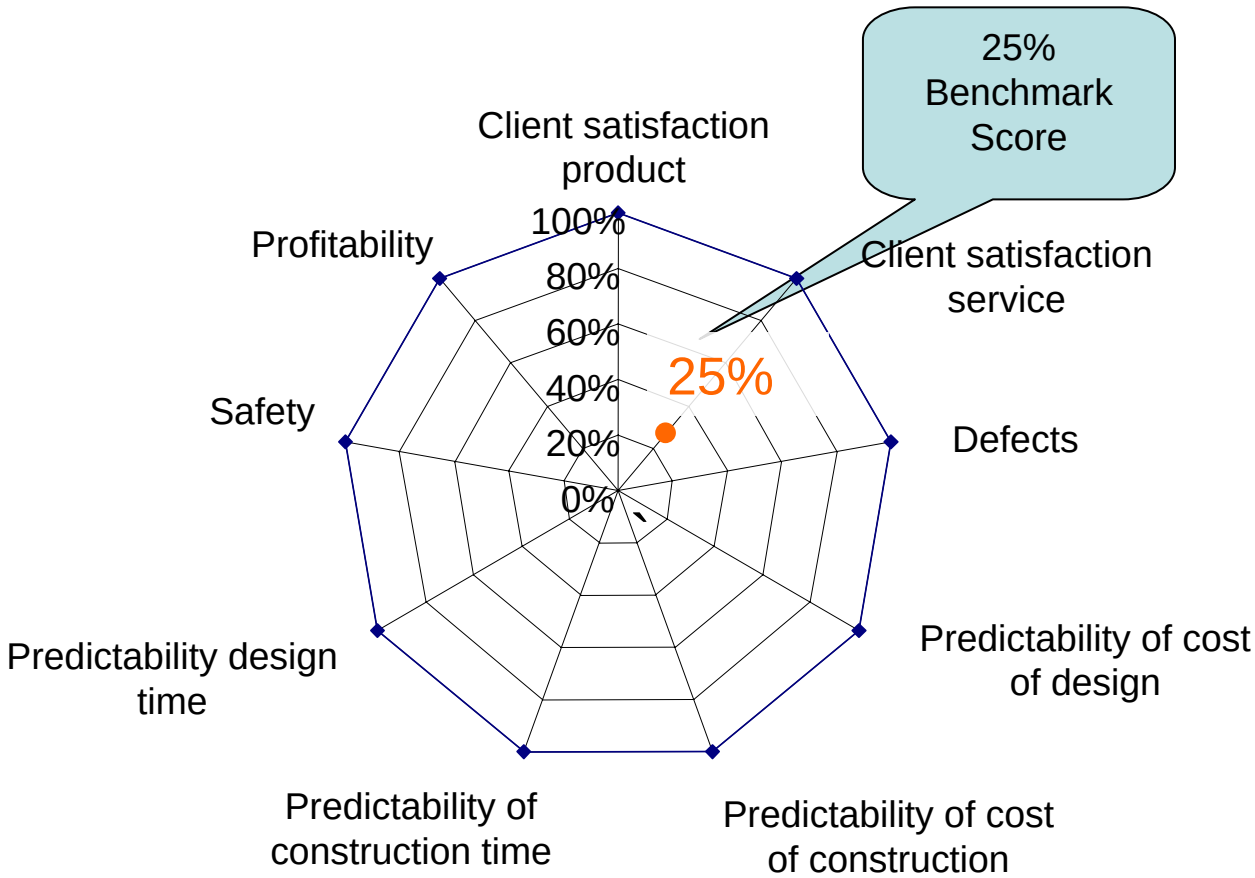
Using the KPIs

Measuring the project or company score



Using the KPIs

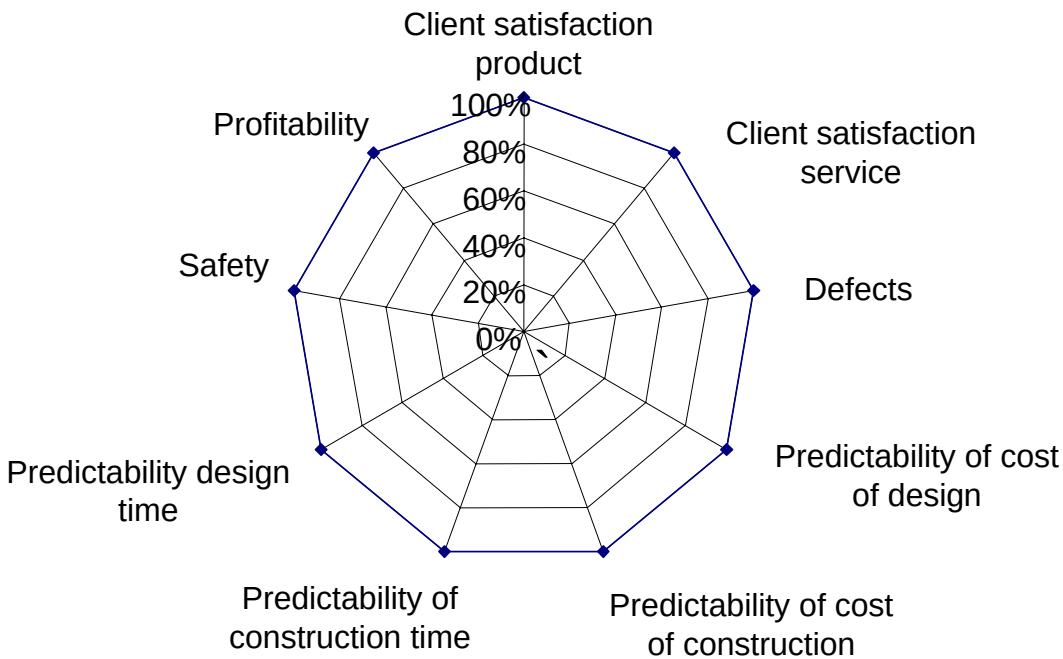
Measuring the project or company score



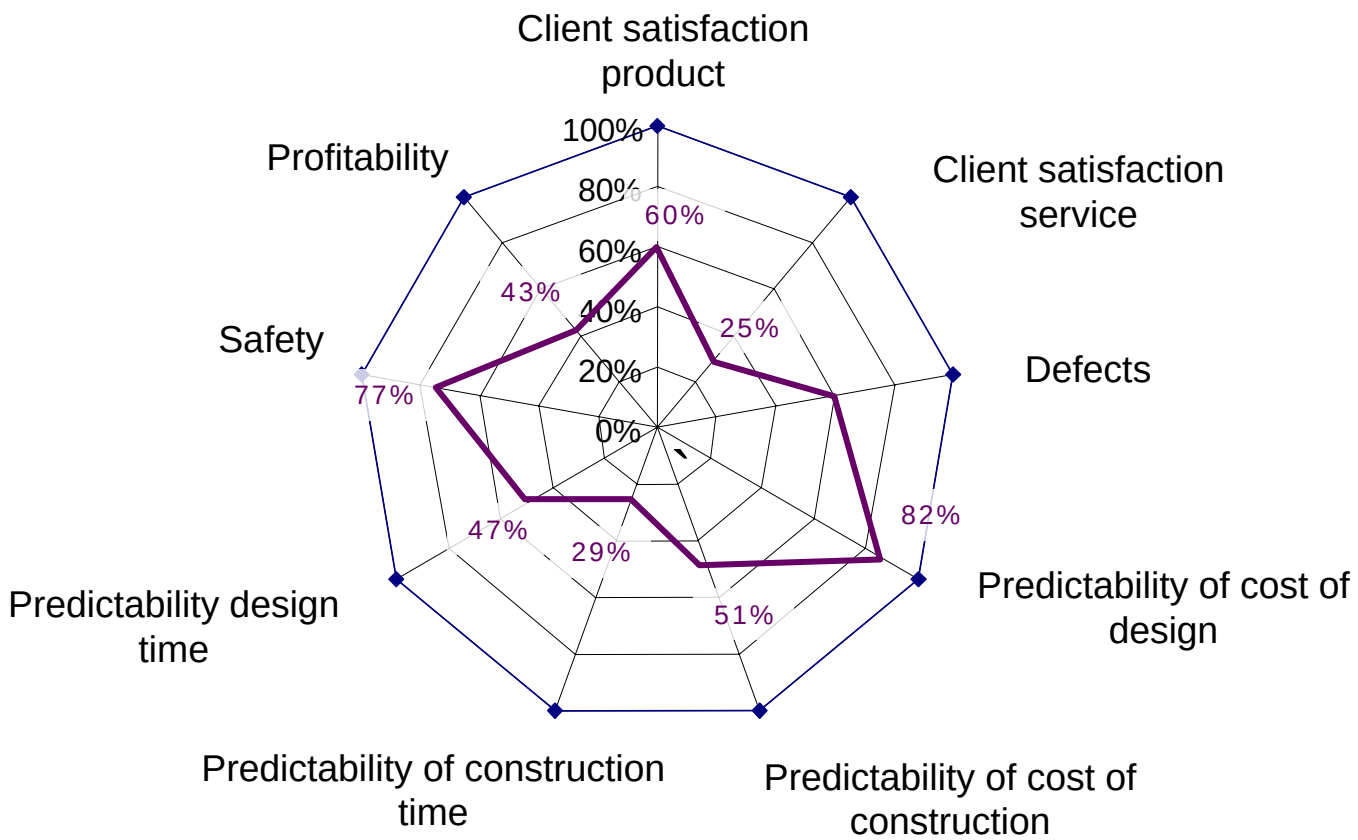
Using the KPIs

Measuring the project or company score

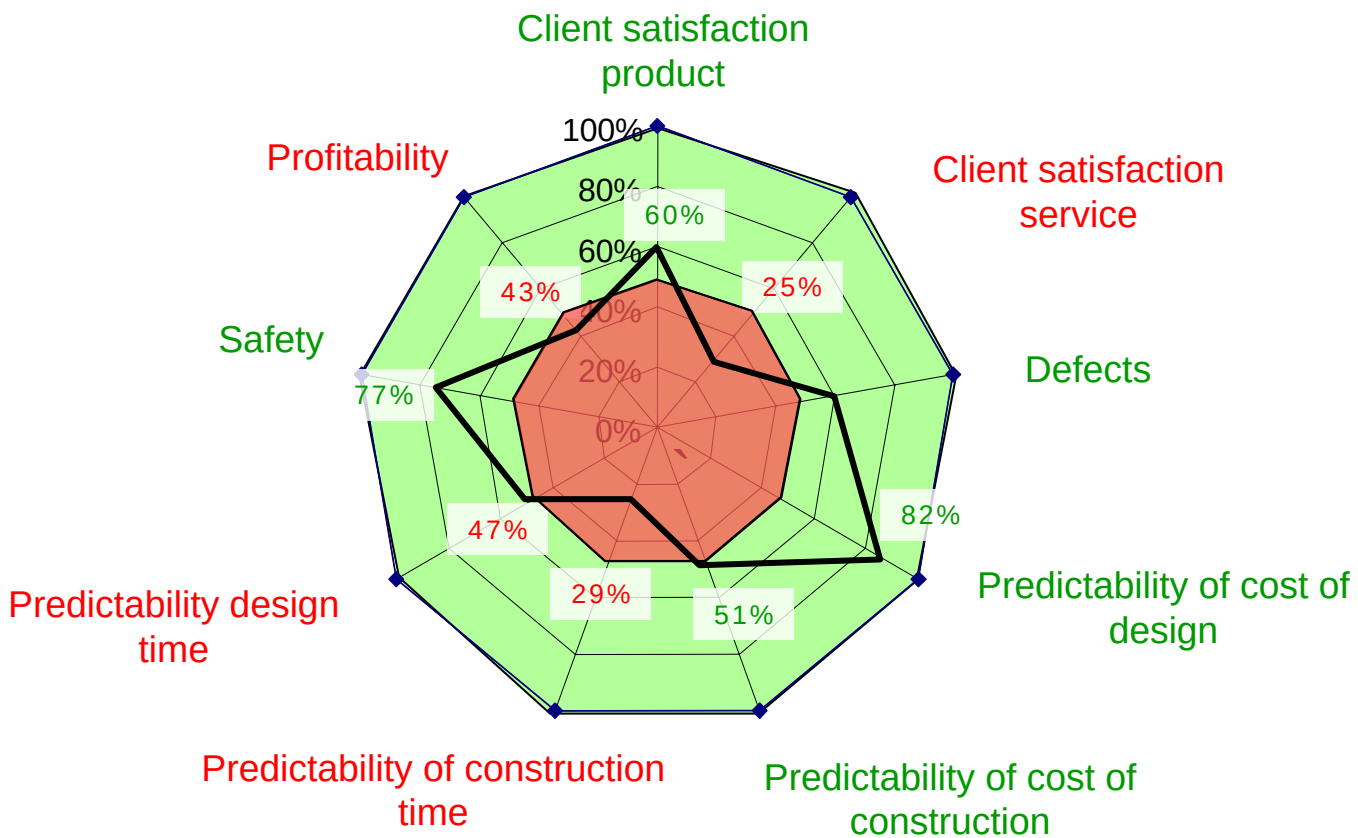
- Using the Wallchart & the Handout, work through each KPI & plot on your radar chart



Using the KPIs
Reporting the Results



Using the KPIs
Reporting the Results



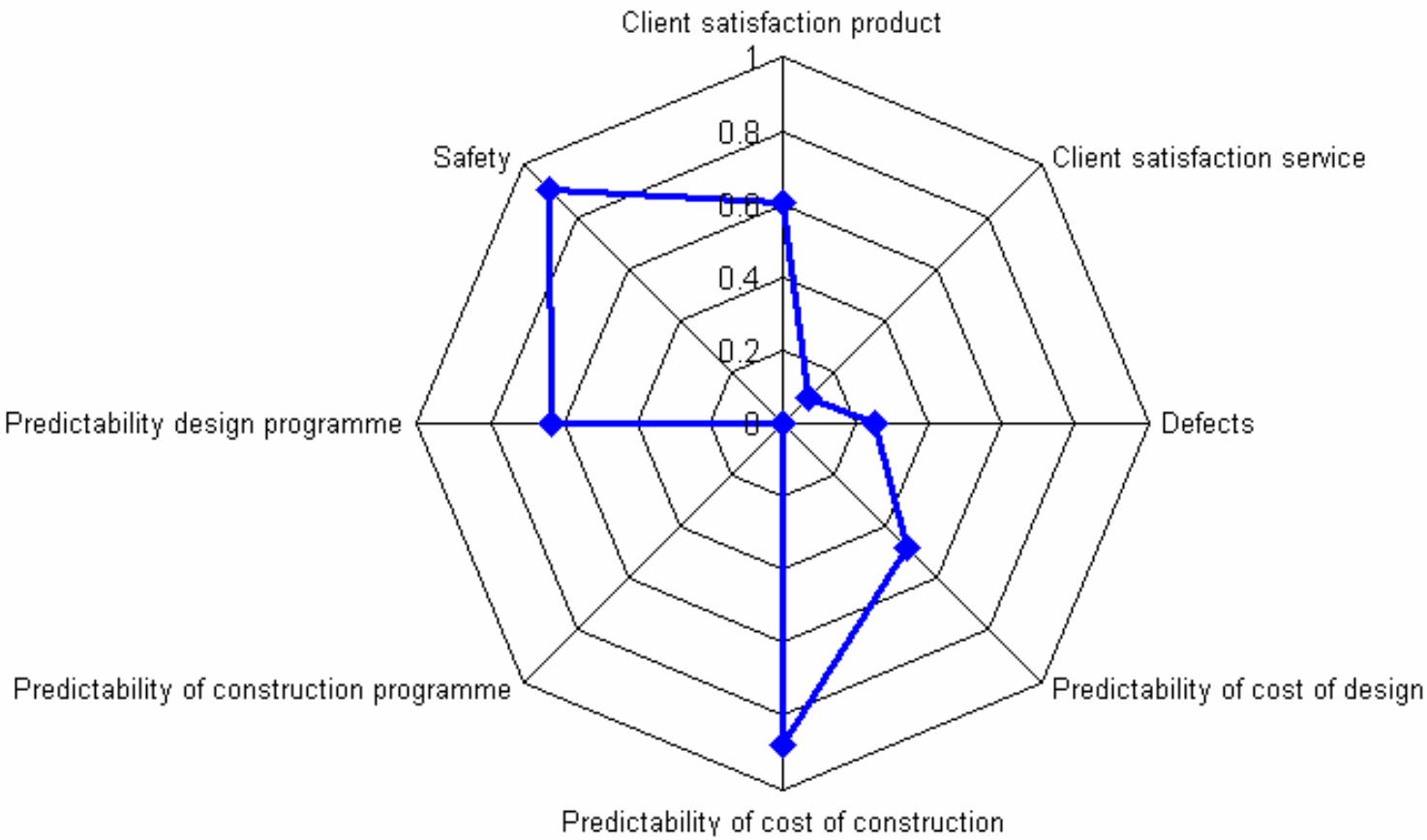
Using the KPIs
Case Studies

BUILDING RESEARCH
INVESTING FOR NEW ZEALAND'S CONSTRUCTION FUTURE
CAE
CONSTRUCTING EXCELLENCE IN NEW ZEALAND

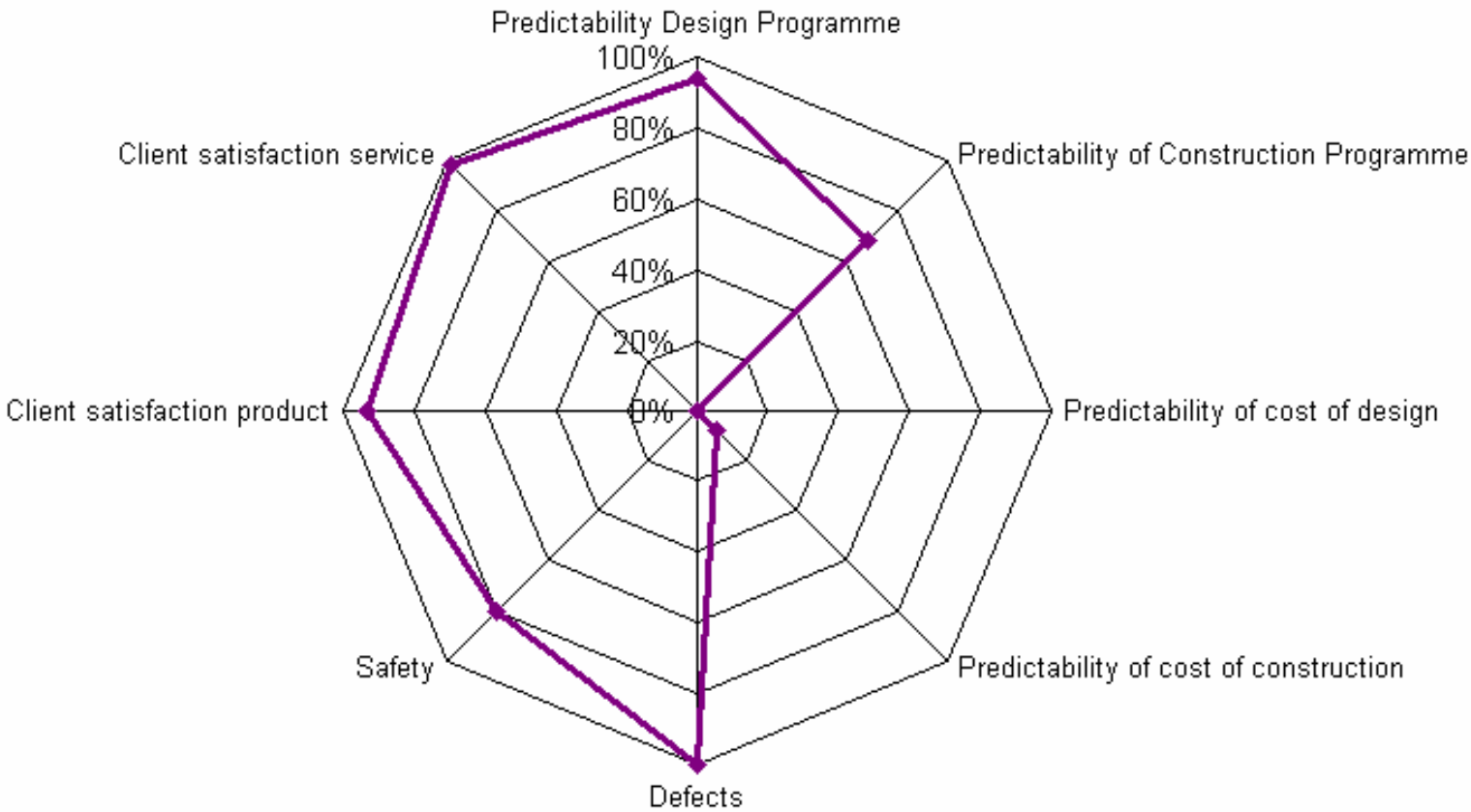
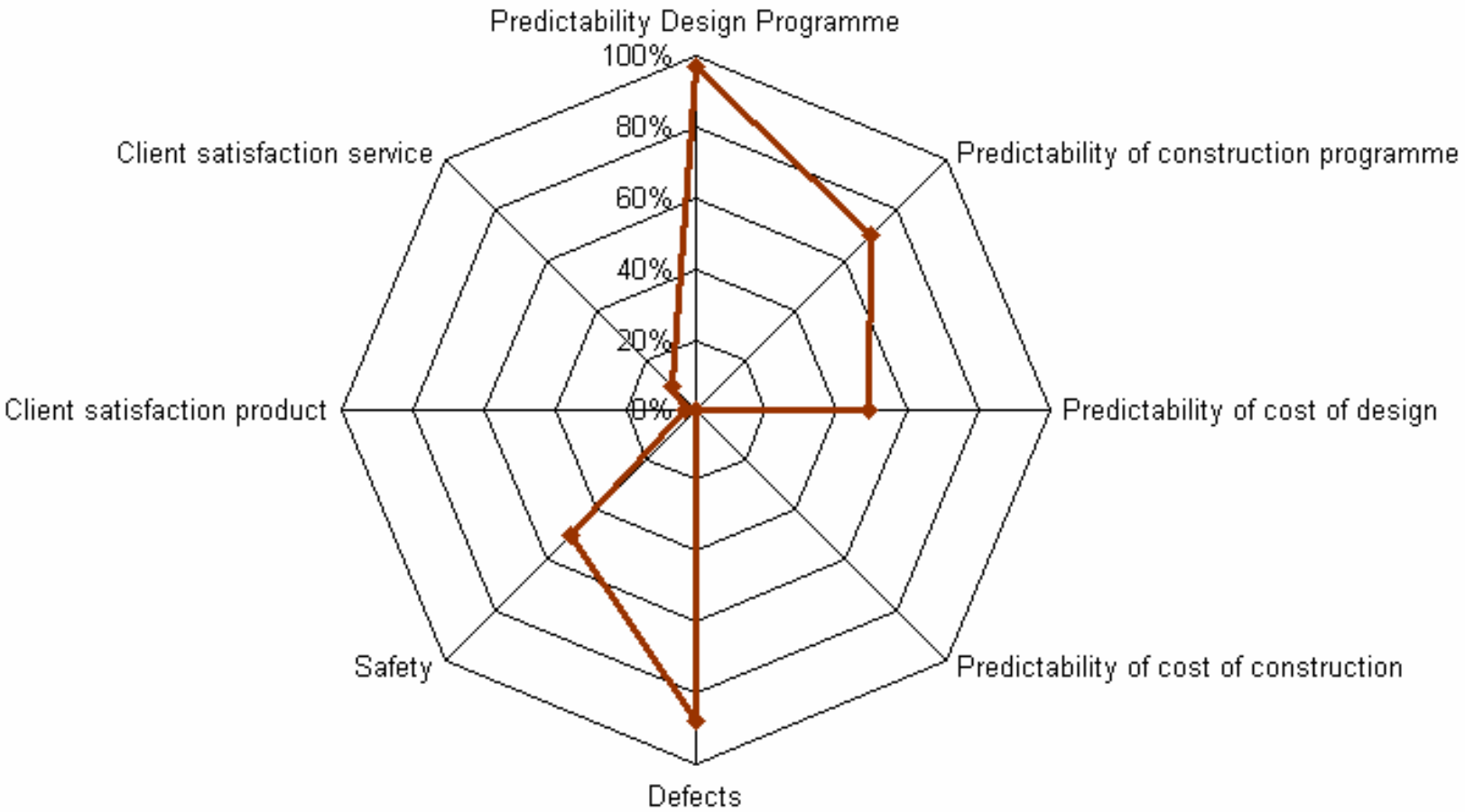
In Groups:

- Calculate the results
- Plot them on the radar chart
- Discuss the projects
  - What happened
  - Is the client happy?
- What action might be taken
- Report back

Project 1
Acme Retail Limited



Project 2
Royal Building Developments Ltd



Project 3
Public Housing Limited