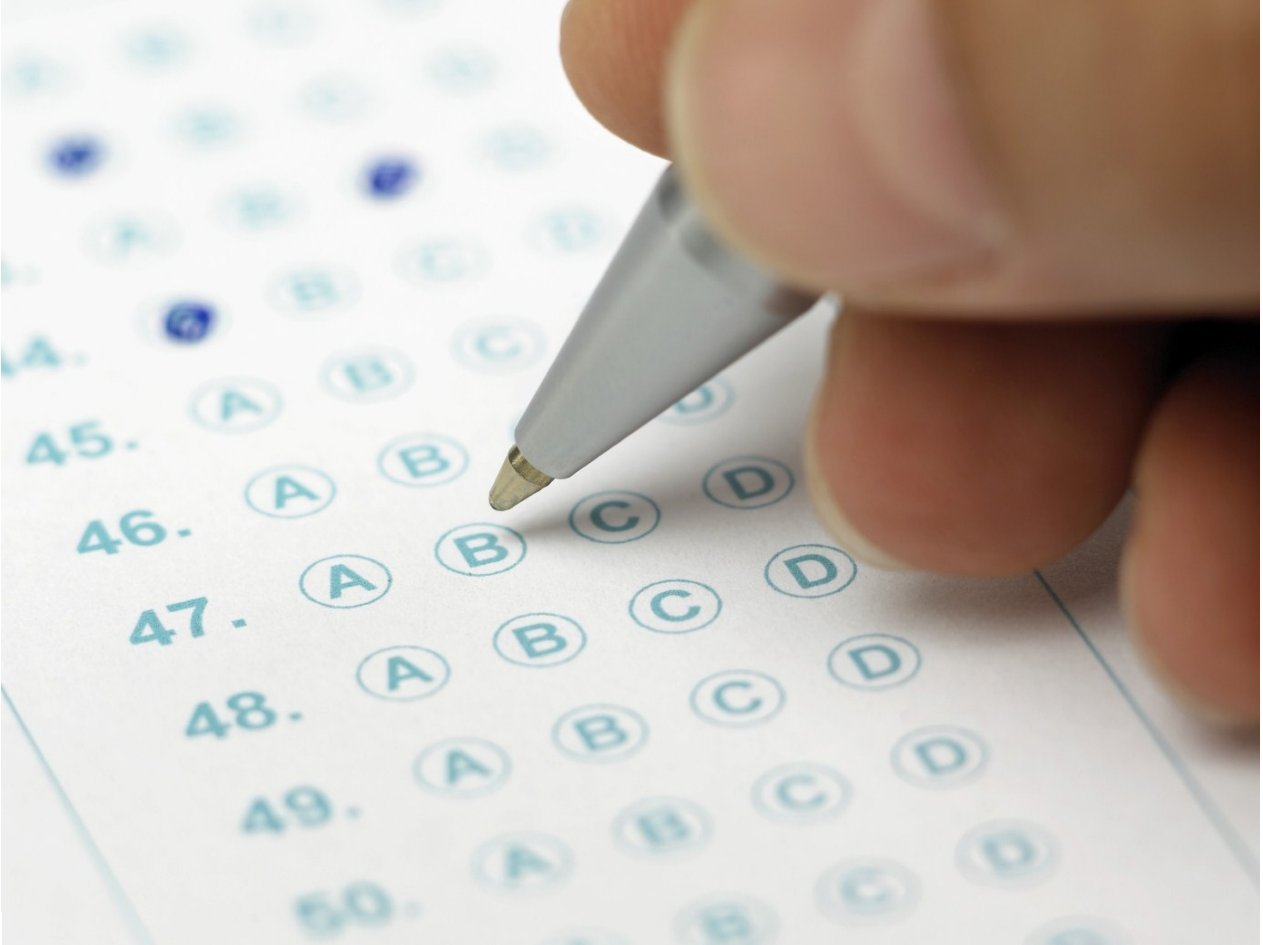


Key Performance Indicators

Using ICON's Properties and Projects solution, KPIs can be created to record and review performance assessments for a whole range of activities.



Key Performance Indicators are used by many industries to track performance and drive improvement. KPIs can also be used to measure progress towards goals and assess if procedures are being delivered in a cost effective manner with a view to ensuring value for money.



The ICON's KPI solution can be used for a broad range of KPI scoring and reporting, from cleaning contractor performance to the construction of multi-million pound projects; comparing results across sets of review periods.

Key Performance Indicators (KPIs) are used by organisations to help define and measure progress toward goals. They are widely used in the Construction Industry to help benchmark performance on issues critical to the success of a projects. Project Managers can use KPIs for monitoring and to help ensure continuous improvement.

Construction Industry KPIs can be used to:

- Monitor costs
- Track punctuality
- Increase client satisfaction
- Identify strengths and weaknesses
- Compare cross-project measurements

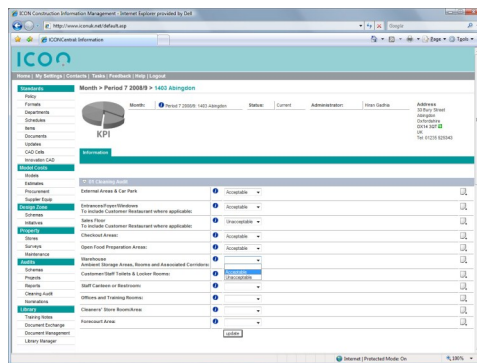
The ICON Solution

Using ICON's Properties and Projects solution, KPIs can be created to record performance assessments for a whole range of activities.

The KPIs can be set up with either a simple or an in-depth level of recording; whatever is appropriate to the project. Once a KPI structure has been created, it can be used on as many projects as required. Analysis and reporting can be carried at any point during the project. Data can be analysed via a series of pre-determined reports and graphs, and can be exported to Microsoft Excel if further detailed investigation is required.

An example of the use of a simple method of measuring would be when recording the 'Reportable Accident Frequency Rate' (RAFR). This would be used to measure a contractor's competence in the management of Health and Safety on site. If there were no RAFRs on a project, this could be deemed 'Acceptable'; one or more could be deemed 'Unacceptable'.

Others may be looking for a much more specific KPI measure, perhaps scoring between 1 and 10. In such an instance, clear guidelines must be provided to enable consistent scoring across projects, which is important to achieve valid comparisons. An example here would be recording the 'All Accident Frequency Rate' (AAFR or AFR). Here, if an accident was recorded within one week of completion the score might be 10, within 2 weeks it might be 5, outside of that timescale, 0.



Links

The Health and Safety Executive:
www.hse.gov.uk

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995:
www.hse.gov.uk/riddor

Constructing Excellence:
www.constructingexcellence.org.uk

“

The ICON system is a very cost-effective way of keeping our records in order. We employ a number of contractors across the country but now they are all recording and monitoring to the same set of standards and indicators.

”

Colin Halsall, Somerfield

Request a demonstration:

If you would like to know more, please call us on the number below and we will arrange to give you a demonstration.

ICON's KPI solution is one of a number of products to help those involved in Business Process Management, Specification Management, Property and Project Management.

For more information on the ICON System and its unique complementary support service, please telephone 01858 468345 or visit www.iconsystem.co.uk

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