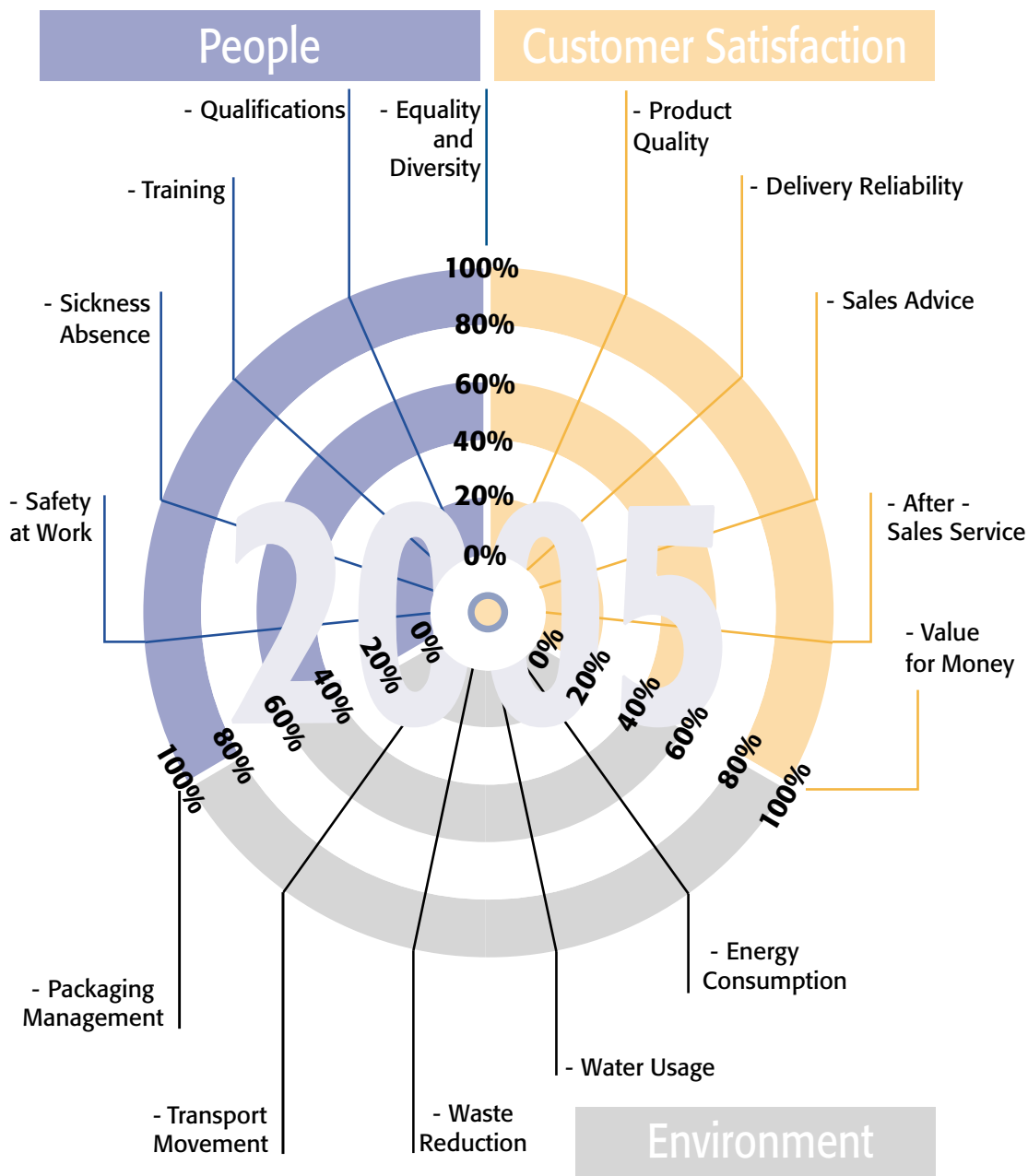
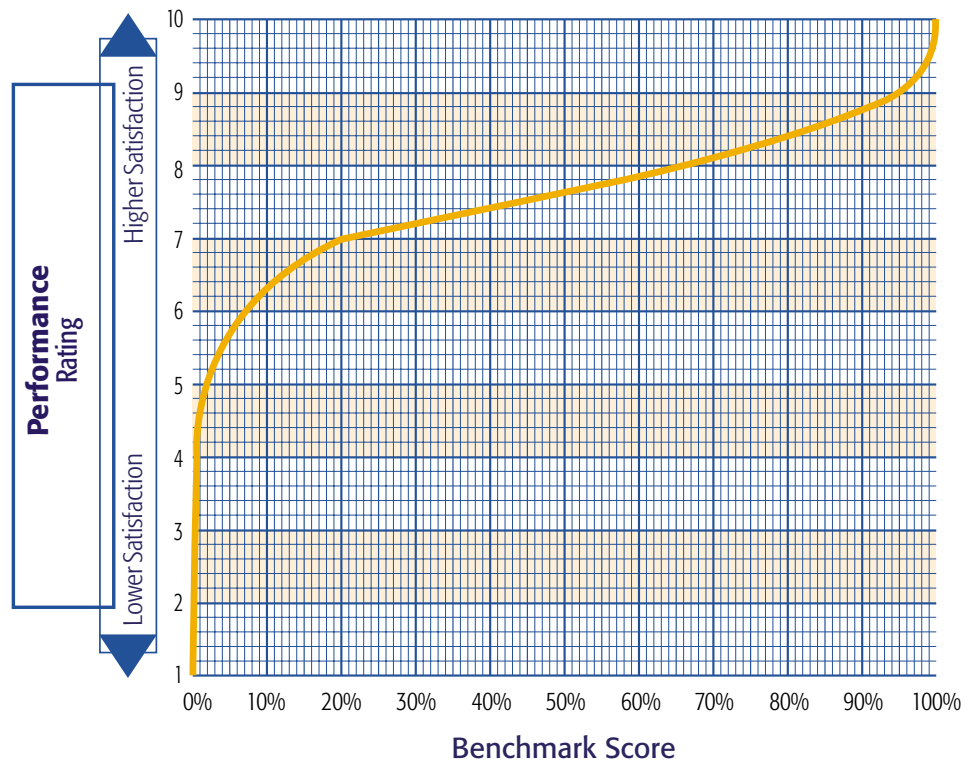


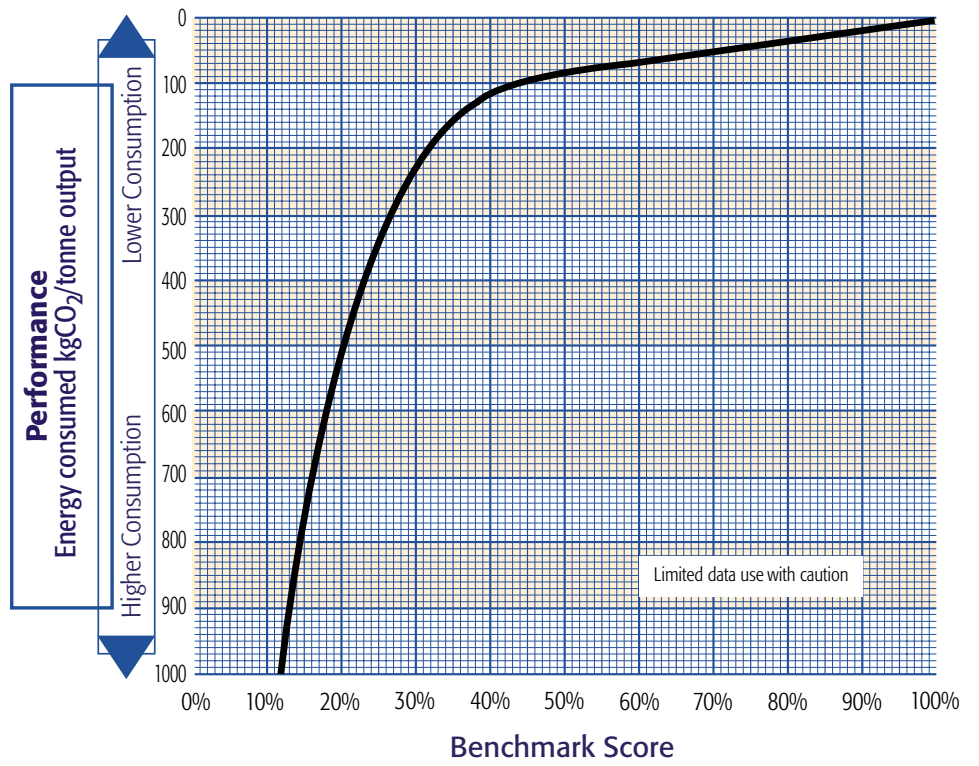
Construction Products Industry 2005 Key Performance Indicators



Customer Satisfaction - product quality



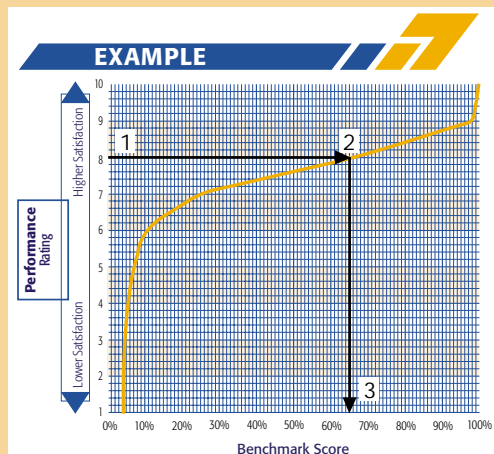
Environment - energy consumption



To calculate the company benchmark score:

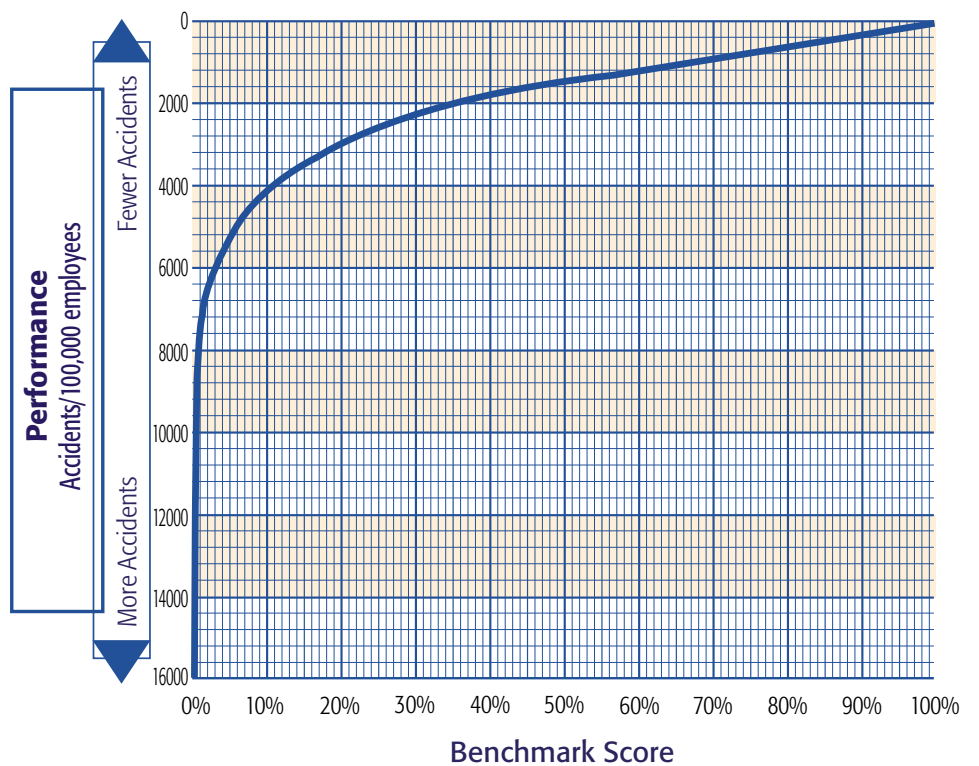
- 1 Select the appropriate graph.
- 2 Plot the measured performance for the company under consideration on the vertical axis (1).
- 3 Read across to the performance line (2). If the graph line is intersected where it runs horizontally, follow the graph line to the last point of contact.
- 4 Read down to the horizontal axis (3). This is the company benchmark score out of 100%.
- 5 Plot the benchmark score on the appropriate axis of the radar chart.
- 6 Join with a line all plots on the radar chart. In general, the nearer the plotted line is to the outer perimeter of the chart, the higher the overall performance.

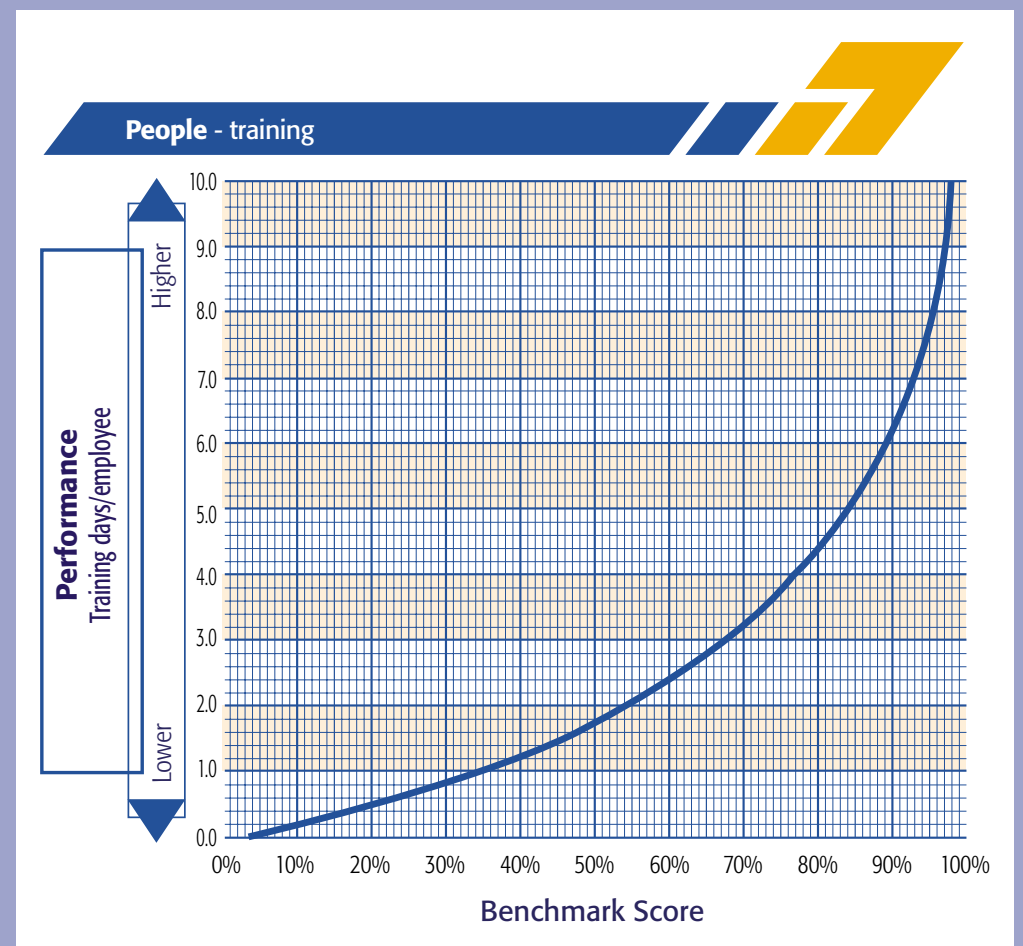
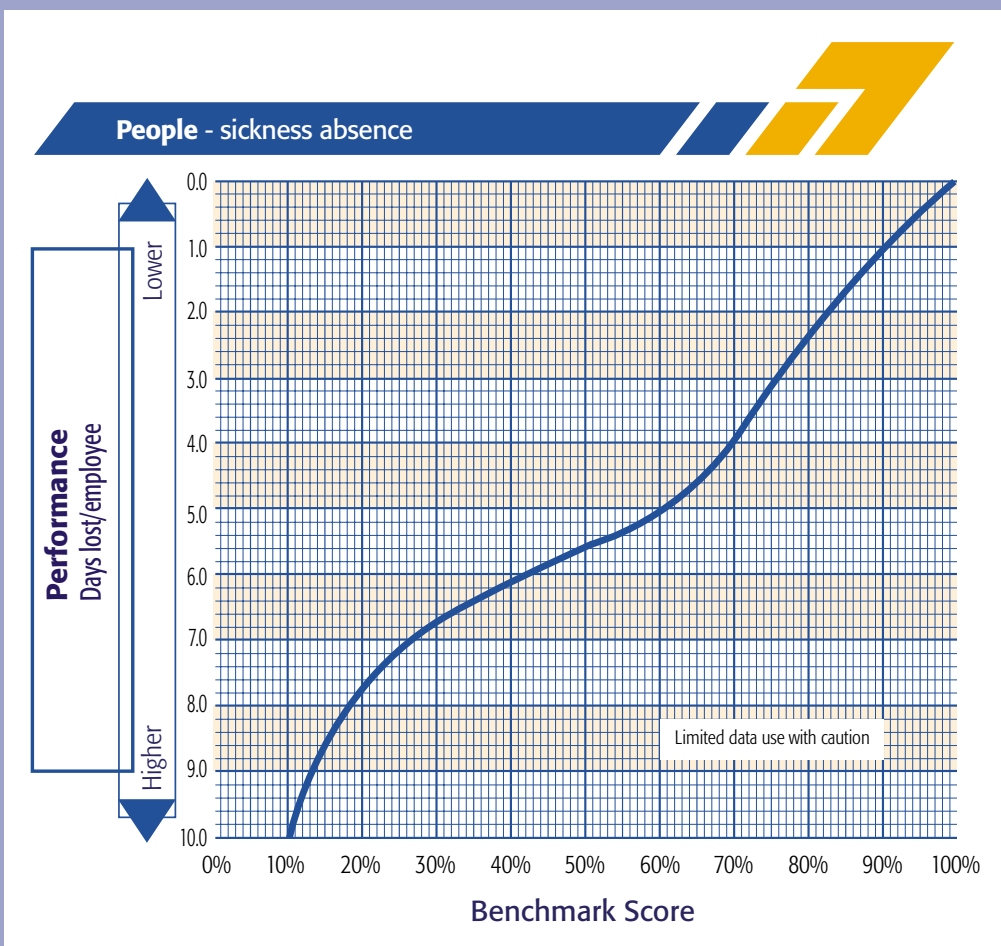
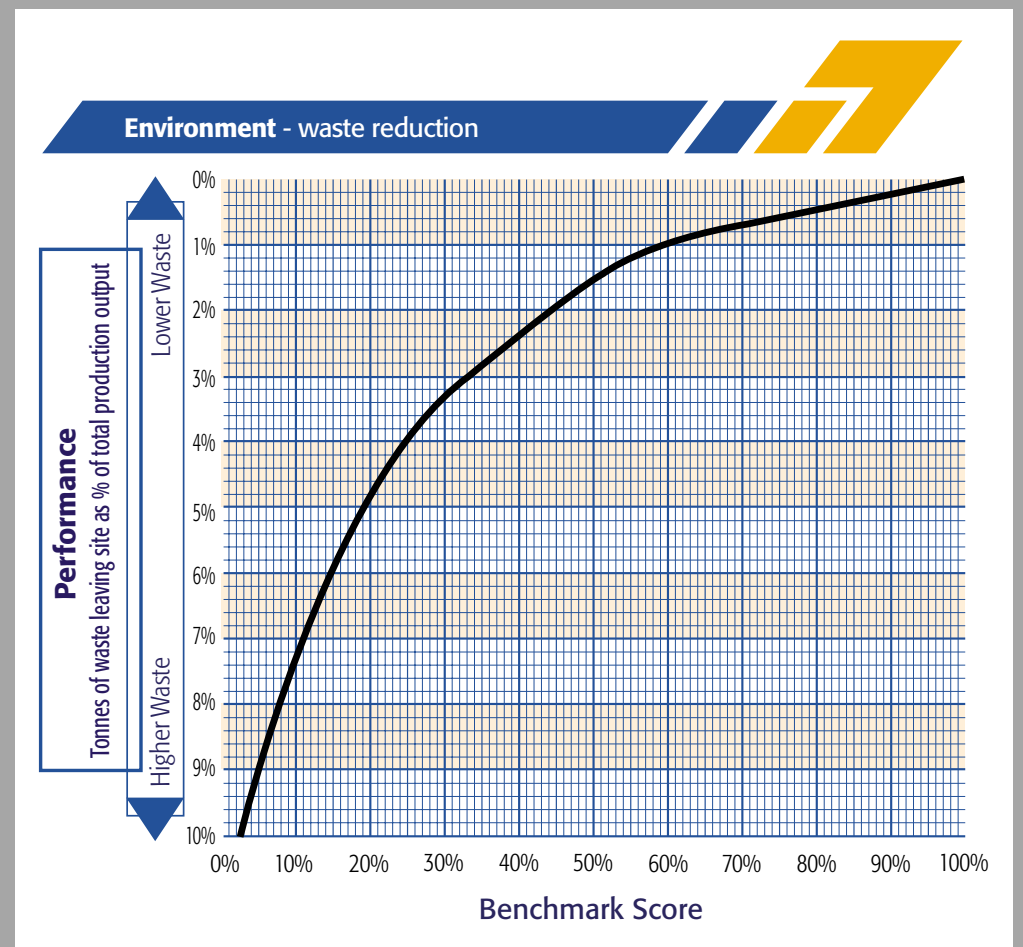
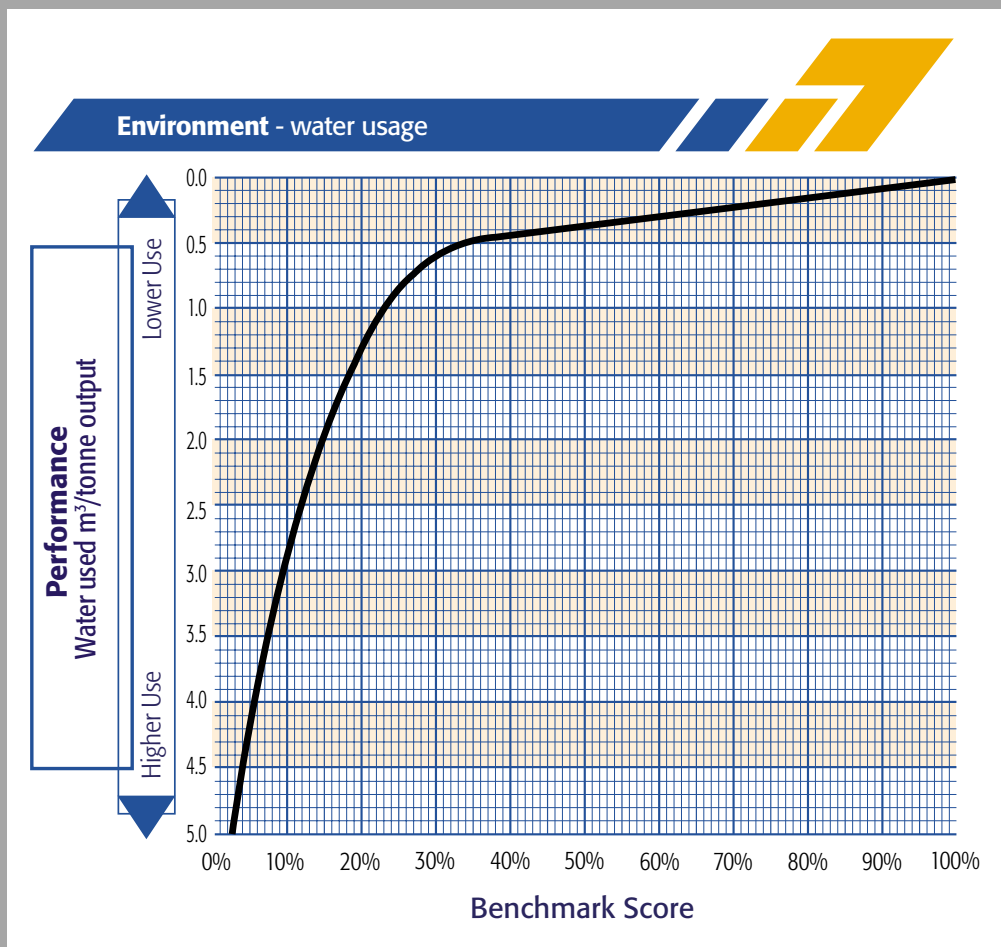
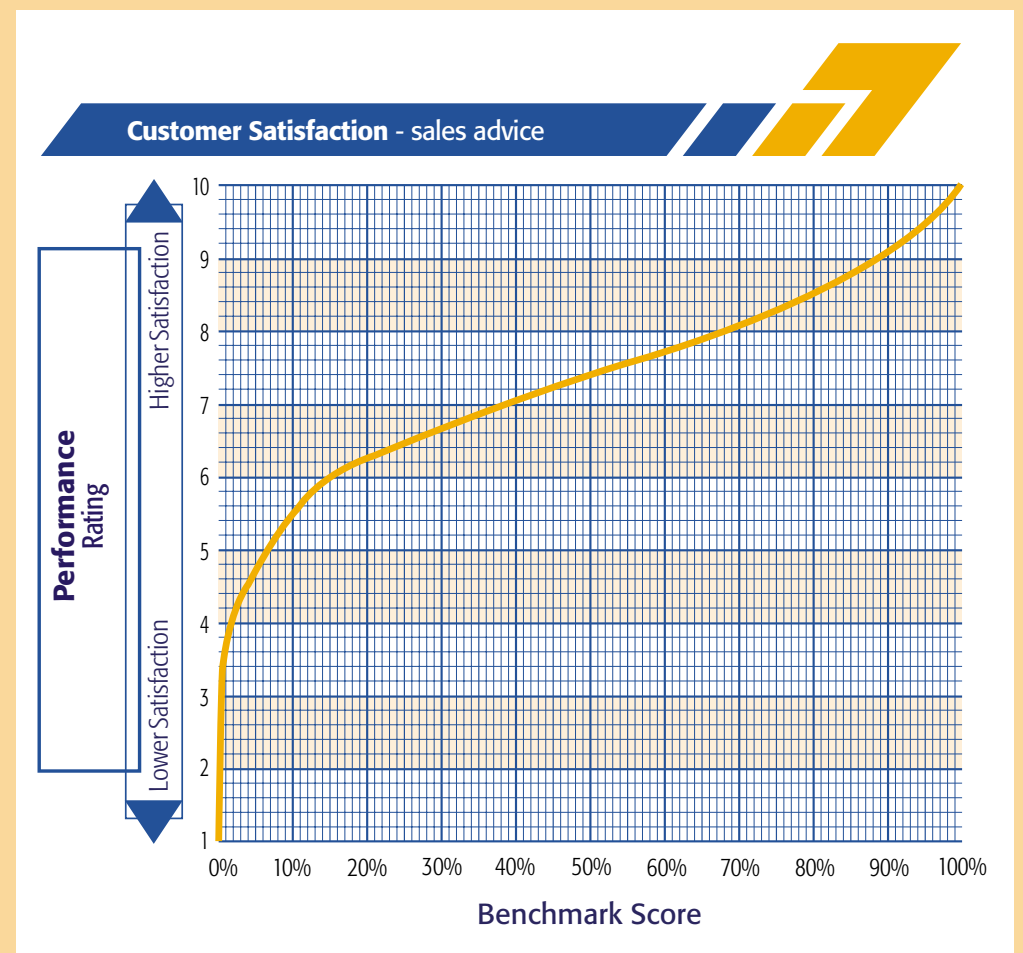
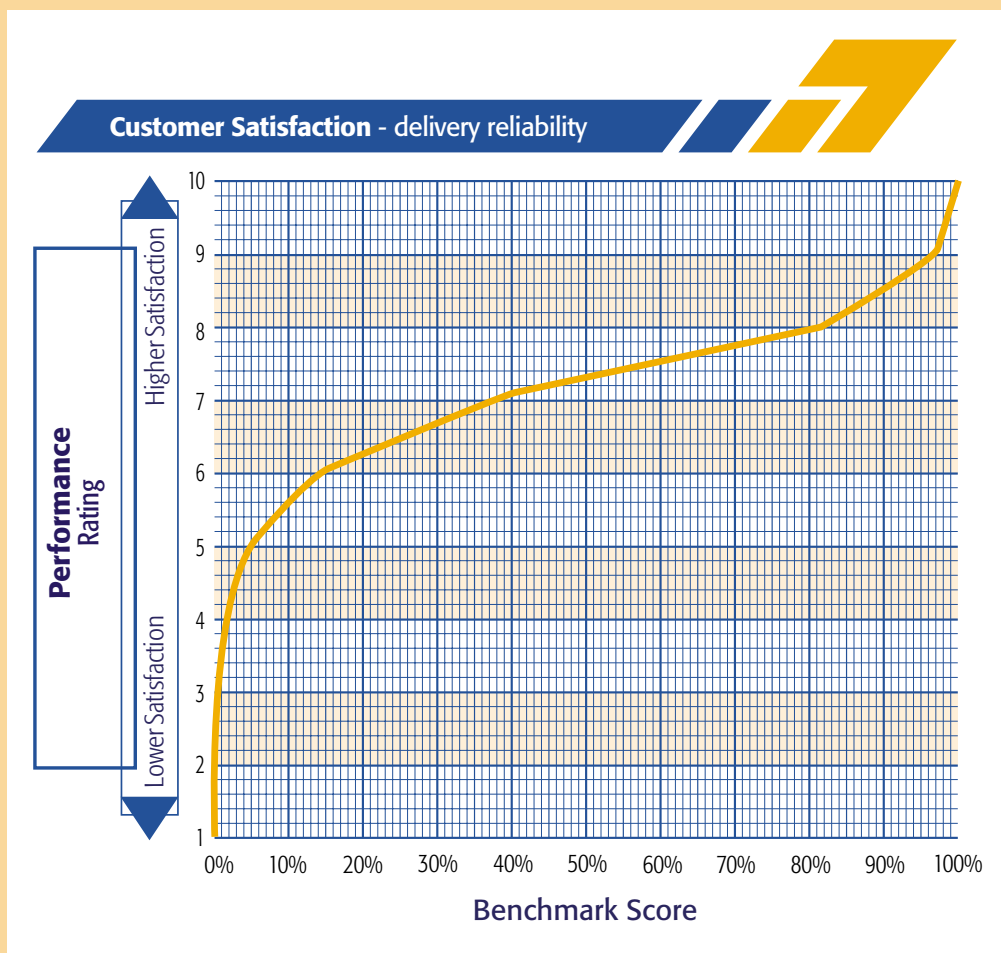
Example

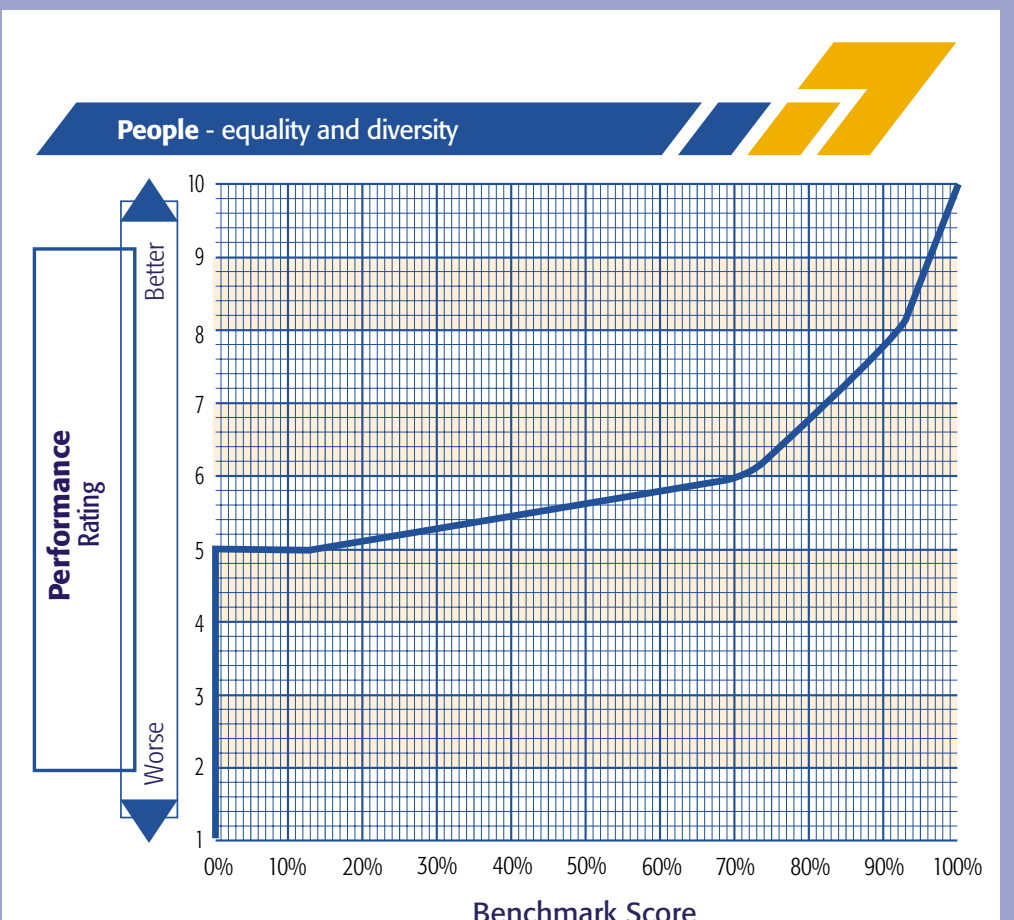
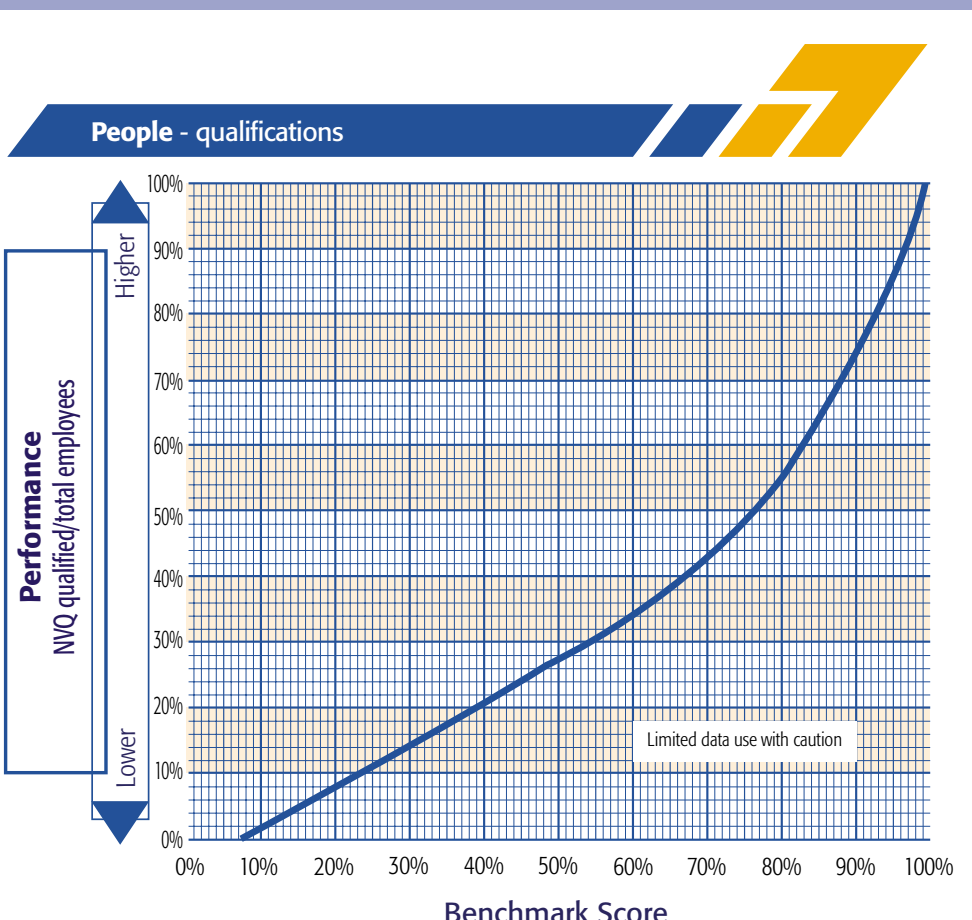
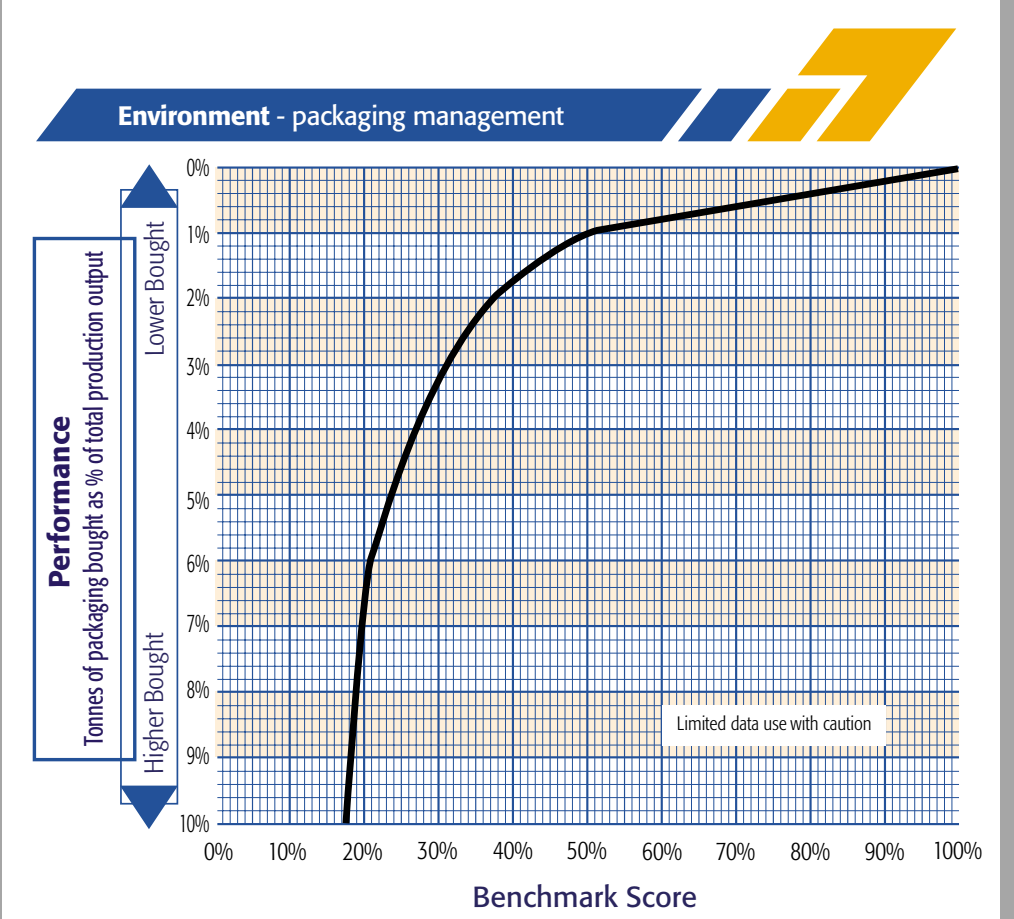
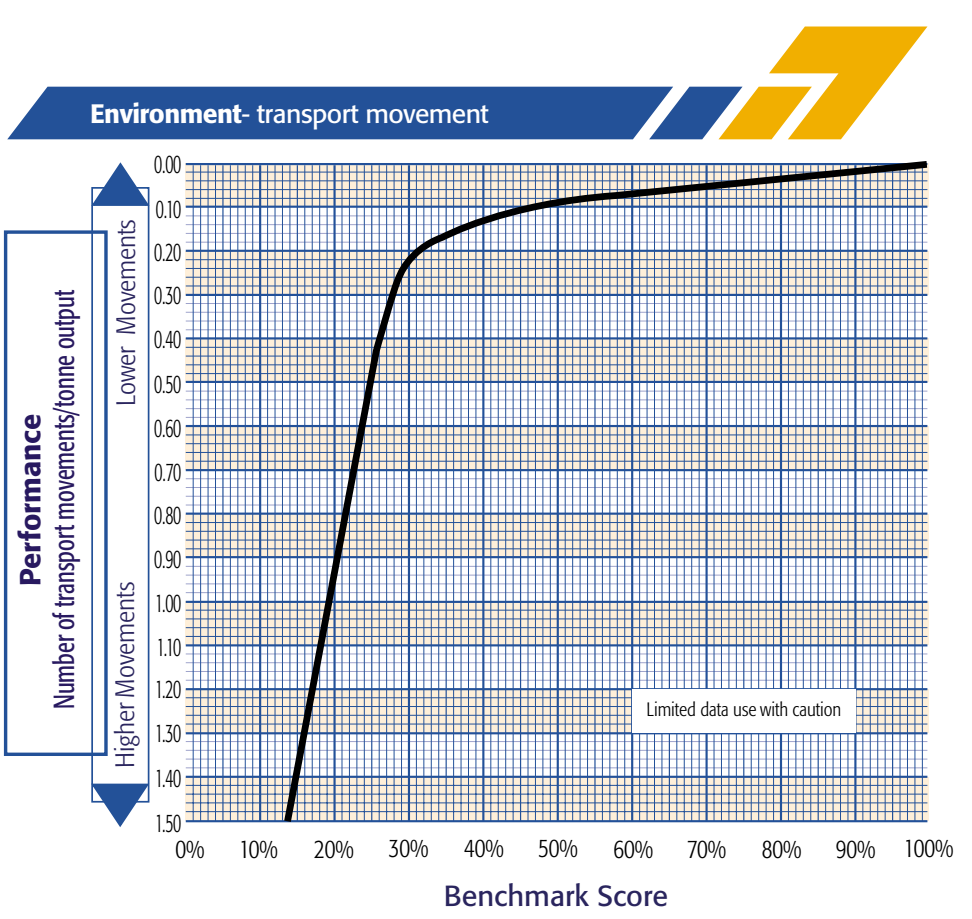
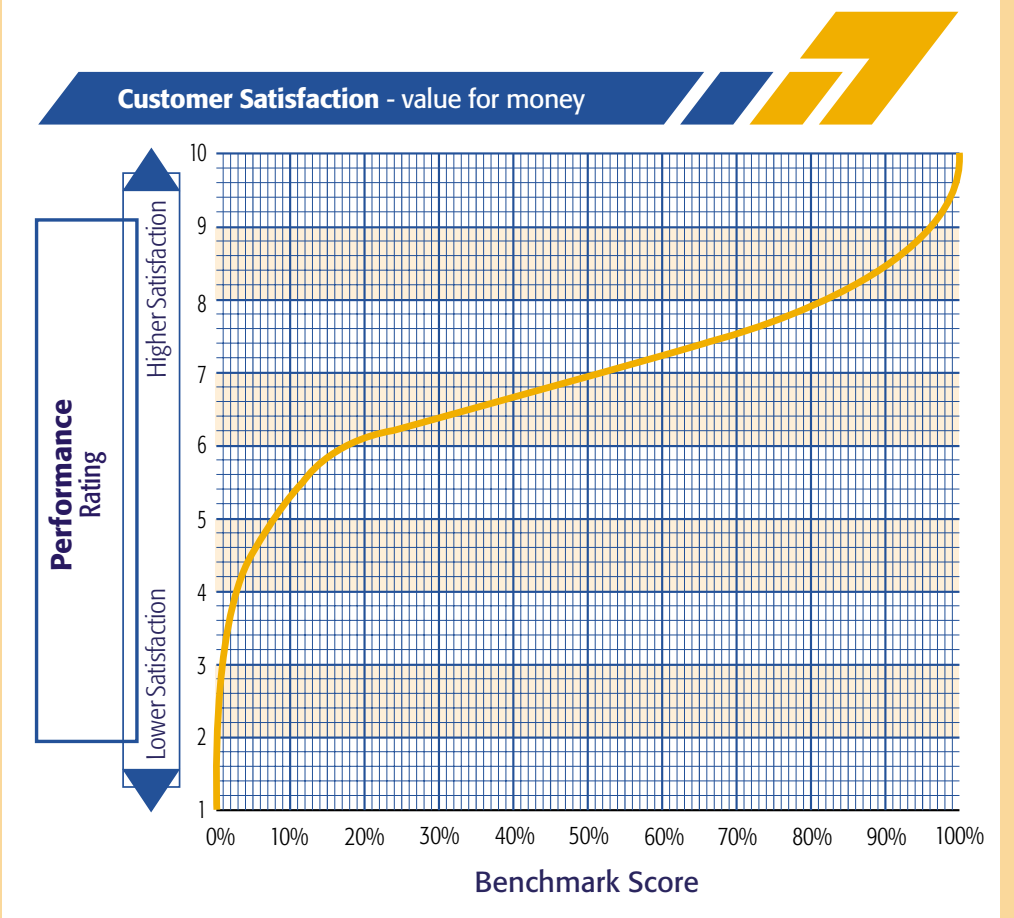
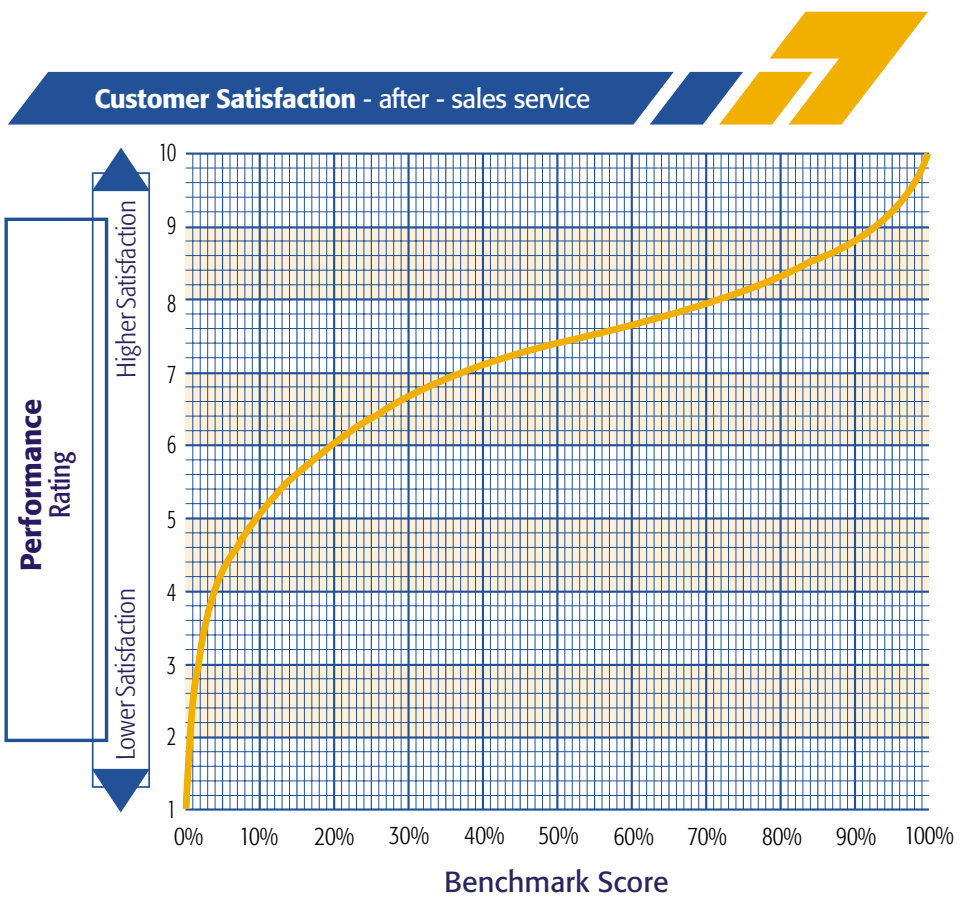


In this example, a performance of 8 is achieved. This equates to a benchmark score of 65%, meaning that 65% of companies are achieving a lower or equal performance, and 35% are achieving higher performance.

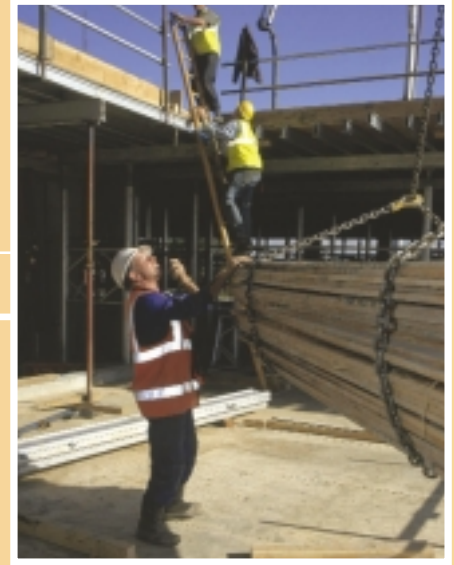
People - safety at work







Construction Products Association Network Club



The Association runs a quarterly forum for the industry inviting representatives from across the construction industry, including clients (public and private sector), contractors, designers, manufacturers and suppliers to discuss the barriers and opportunities to integrated working. The meetings allow companies to present specific cases where innovation in products or processes or where early involvement of manufacturers has brought significant benefits to the project in for example better whole life value, waste reduction and better health & safety. These Forum meetings provide an informal setting to raise issues of concern with the industry directly and increase awareness of the benefits of supply-chain integration. Participation in the discussion is free. Full details, including presentations from previous meetings, are available from www.constprod.org.uk/pages/network.asp
For further information, contact the Association on 020 7323 3770.

Measurement is only the start - Take action now!

Constructing Excellence provides support to individuals, companies, organisations and supply chains in the construction industry seeking to improve the way they do business - clients, contractors, specialists, large or small, public or private.



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The KPI Pack contains vital information needed to monitor and measure your performance against the latest industry-wide data and how it compares with the rest of your industry sector.

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First Name: _____ Surname: _____

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Company Type: _____ Job Title: _____

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Payment accepted by:

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Photocopy this form and return to:

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Helpdesk

A direct point of contact to answer initial enquiries about KPIs.

The KPI Pack

A source of comprehensive information for organisations wishing to use KPIs.

The Housing KPI Toolkit

Additional, vital information for using KPIs in the housing sector.

Software

Details of software to support the use of the Construction Industry KPIs can be found on www.kpizone.com

KPIZone

A website dedicated to KPIs. Visit www.kpizone.com for free information on KPIs and benchmarking clubs. KPIZone also has a subscription service from which you can download the information contained in the KPI Pack and Housing KPI Toolkit.

KPI Masterclasses

An introduction to the benefits and use of the Construction Industry KPIs. Each Masterclass explores the importance of measuring performance with the help of practical examples, a step by step guide to their use, and presentations by organisations that have successfully implemented KPIs.

KPI Business Solutions

A 7-step facilitated process to establish a set of KPIs relevant to your business needs. For organisations under pressure to use KPIs but lacking the full resources to implement successfully.

In addition to the KPI support services, Constructing Excellence offers:

Website

An extensive review of best practice activities, information and resources are available on www.constructingexcellence.org.uk

Case Studies

Concise overviews of how to address key management issues and business benefits obtained by organisations that have implemented best practice techniques.

Workshops

Focused regional events covering key management issues, including benchmarking and Key Performance Indicators.

Best Practice Clubs

An opportunity to learn about best practice and continuous improvement through local networks.



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Using the Construction Products Industry Key Performance Indicators 2005 (CPI KPIs)



This wall chart contains graphs of performance data based on surveys of the construction products industry carried out during 2004. Sector specific information is available from the Association website, www.constprod.org.uk

Information on how to use the wallchart, advice on what the results imply for your organisation and how they can be improved, and links to advisors and related literature are available from the CPI KPI 2005 Handbook also posted on the Association website.

Definitions

Customer Satisfaction - product quality

how satisfied the customer is with the product quality in respect of the product meeting the ordered specification and being received undamaged, using a 1 to 10 scale where:

- 10 = always to specification or undamaged
- 8 = mostly to specification or undamaged
- 5/6 = sometimes below specification or damaged
- 3 = mostly below specification or damaged
- 1 = always below specification or damaged

Customer Satisfaction - delivery reliability

how satisfied the customer is with delivery reliability in respect of orders being delivered on time and fully correct, using a 1 to 10 scale where:

- 10 = always on time and complete
- 8 = mostly on time and complete
- 5/6 = sometimes late or incomplete
- 3 = mostly late or incomplete
- 1 = late or incomplete

Customer Satisfaction - sales advice

how satisfied the customer is with the sales advice provided by the supplier, using a 1 to 10 scale where:

- 10 = totally satisfied
- 8 = mostly satisfied
- 5/6 = neither satisfied nor dissatisfied
- 3 = mostly dissatisfied
- 1 = totally dissatisfied

Customer Satisfaction - after-sales service

how satisfied the customer is with the after-sales service provided by the supplier, using a 1 to 10 scale where:

- 10 = totally satisfied
- 8 = mostly satisfied
- 5/6 = neither satisfied nor dissatisfied
- 3 = mostly dissatisfied
- 1 = totally dissatisfied

Customer Satisfaction - value for money

how satisfied the customer is with the value for money they received on completed orders, using a 1 to 10 scale where:

- 10 = very good from all suppliers
- 8 = mostly good from all suppliers
- 5/6 = poor from only a few suppliers
- 3 = mostly poor from some suppliers
- 1 = very poor from all suppliers

For the purpose of the CPI KPIs, the industry has been categorised into the following sectors:

- Raw Materials: aggregates, bricks & blocks, ready mixed concrete
- Fabricated Components: doors, windows, pre-cast concrete, roofs
- Fixtures and Fittings: plumbing, sanitary ware, electrical
- Cladding and Insulation: thermal insulation, glazing

Environment - energy consumption

amount of energy consumed (kgCO₂) at manufacturer's site per tonne production output

Environment - water usage

volume of water used on site (including office use) from controlled waters, i.e. mains and abstracted water per tonne production output.

Environment - waste reduction

amount of waste leaving site (tonnes) as a percentage of total production output.

Environment - transport movements

number of transport movements (leaving site) made by a company or its contractor via road, rail, water or other per tonne production output.

Environment - packaging management

amount of packaging bought in (tonnes) to be used for the containment, protection, handling, delivery and presentation of goods as a percentage of total production output.

Note: CPI KPIs are produced from the best data available at the time of publication. Users should ensure that they are comparing themselves against the appropriate performance indicator. The KPIs should be used as an aid to, not a substitute for, professional judgement.

People - safety at work

reportable accidents per 100,000 employed per year (this is the Accident Incidence Rate, AIR).

People - sickness absence

number of working days lost due to sickness per direct employee per year.

People - training

number of training days (on and off-the-job) provided per employee per year.

People - qualifications

number of direct employees with NVQ (or higher) qualifications expressed as a percentage of the total number of employees per year.

People - equality & diversity

extent to which policy relating to equality and diversity in the workplace is in place using a 1 to 10 scale where:

- 10 = fully implemented & understood
- 8 = mostly implemented & understood
- 5/6 = partially implemented at present
- 3 = some policy & little consideration of the subject
- 1 = no policy & do not consider the subject

Construction Products Association

The Construction Products Association is the umbrella body representing manufacturers and suppliers of construction products. The annual turnover of the industry is in excess of £40 billion and it accounts for some 20% of UK manufacturing output. The Association's four key priorities are:

- Increasing investment in the built environment
- Developing a positive regulatory and fiscal framework
- Improving industry performance
- Delivering Sustainable Construction

CPI KPI 2005 Handbook

Comprehensive and detailed information on each of the fifteen KPIs is contained in the KPI Handbook, which is a free download available from the Association website. The Handbook also contains secondary or 'diagnostic' indicators that can be used to identify the cause of poor performance and hence the improvement needs. Please visit www.constprod.org.uk to download your free copy.