

KPI Services from Constructing Excellence

Constructing Excellence offers a range of services to organisations interested in using Key Performance Indicators to benchmark and improve their performance. The services are designed to ease the implementation process by leading you through the learning curve in a structured way.

Finding out about KPIs

KPI Wallcharts are available covering:

- All Construction (economic) KPIs
- Respect for People KPIs
- Environment KPIs
- Housing New Build
- Housing Repair & Maintenance and Refurbishment

Prices are (including postage within the UK):

- Single wallchart: £8.51 + VAT (£10)
- 3 wallcharts: £17.02 + VAT (£20)
- 10 wallcharts: £34.04 + VAT (£40)

To order, phone RDX on **01702 393200**

Wallcharts for Consultants, M&E Contractors and Construction Products are available free of charge from the Constructing Excellence Helpdesk on **0845 605 55 56** or by emailing helpdesk@constructingexcellence.org.uk

KPIZone is a website dedicated to KPIs and benchmarking. It contains a free area with information on:

- Getting started
- Benchmarking tools
- Benchmarking Clubs
- Events and workshops
- Case studies and other publications

KPIZone also has a subscription service that costs £95 +VAT (£111.63) per annum. This provides on-line access to wallcharts, KPI graphs and all the information contained in the KPI Pack and Housing KPI Toolkit.

Visit www.kpizone.com for more information.

The **Constructing Excellence website** contains information not only on KPIs but also many other areas of 'best practice'. The website also contains full contact details of the national network of Constructing Excellence Regional Centres that provide an that enables organisations to work together in their local business area.

Visit www.constructingexcellence.org.uk

The Constructing Excellence **Helpdesk** can answer many basic enquiries about KPIs and can point to appropriate material on the Website. If the enquiry is more technical, free advice from a consultant may be obtained on how to use KPIs and benchmarking. This is normally provided over the phone, but can be extended to a 2-3 hour presentation to senior executives at their own location. The Helpdesk is open during normal office hours.

Phone the Constructing Excellence Helpdesk on **0845 605 55 56** or email helpdesk@constructingexcellence.org.uk

Learning

The **Construction KPI Pack** is designed to help organisations implement KPIs and performance measurement successfully. The Pack contains:

- The All Construction, Respect for People and Environment KPI wallcharts together with a number of sector charts,
- The KPI Handbook which gives a step-by-step guide to implementation,
- Methods of Measurement (which has definitions, methods of measurement and worked examples),
- Additional Performance Indicators providing further performance indicators and analysis of the KPIs,
- Industry Progress Report which shows the trends in the industry since 1999,
- CD with introductory presentation on using KPIs.

The KPI Pack costs £80.85 + VAT (£95, includes postage within the UK) and is available from RDX on **01702 393200**. The contents of the KPI Pack and Housing KPI Toolkit can also be downloaded through subscription to KPIZone which costs £95 + VAT (£111.63) per annum.

Visit www.kpizone.com for more information.

KPI Services from Constructing Excellence

The **Housing KPI Toolkit** is designed to help organisations within the Housing sector implement KPIs successfully. The Housing KPI Toolkit contains:

- The New Build Housing and the Housing Repair & Maintenance and Refurbishment KPI Wallcharts,
- The Respect for People and Environment KPI wallcharts together with a number of sector charts,
- The KPI Handbook which gives a step-by-step guide to implementation,
- Methods of Measurement covering New Build, Maintenance and Planned Works, Repairs and Voids. Each Method of Measurement contains definitions, methods of measurement and worked examples,
- Additional Performance Indicators providing further performance indicators and analysis of the headline All Construction KPIs,
- Industry Progress Report which shows the trends in the industry since 1999,
- CD with introductory presentation on using KPIs.

The Housing KPI Toolkit costs £80.85 + VAT (£95 includes postage within the UK) and is available from RDFX on **01702 393200**. The contents of the Housing KPI Toolkit and KPI Pack is also available through subscription to KPIZone for £95 + VAT (£111.63) per annum.

Visit www.kpizone.com for more information.

The **KPI Masterclass** is run several times each year at venues around the UK. Each intensive full-day session includes an introduction to the important principles of measuring performance as part of a continuous improvement process, a step-by-step practical exercise on calculating and interpreting KPIs, presentations by organisations that have successfully implemented KPIs and an opportunity to review the latest software. Interaction between delegates is encouraged so that learning is shared.

Costs are £245 +VAT (£286.65) per delegate. Phone the Constructing Excellence Events Team on **020 7592 1100** for further details.

Regional KPI Workshops are hosted and organised by the Constructing Excellence Regional Centres. Each half-day session includes an introduction to the calculation and use of the Construction Industry KPIs, practical examples and a step-by-step guide to their use.

Dates, locations and prices are available by contacting the local Constructing Excellence Regional Centre.

In-house KPI workshops can be run on request, usually over a whole day. These include the principles of KPIs and performance measurement, calculating KPIs, taking action to improve performance and a discussion on how KPIs will be applied in practice within the organisation. In-house workshops are suitable for organisations that have made the decision to implement a system of performance measurement based on the KPIs and wish to train a number of their staff together. Workshop materials can be customised to suit your own particular situation.

These workshops are priced individually, but are typically around £2,000 + VAT per day for up to 10 delegates. Further delegates can be accommodated at £40 + VAT per head. A final price can be agreed after discussion to establish the organisation's exact needs.

Phone the Constructing Excellence Helpdesk on **0845 605 55 56** or email helpdesk@constructingexcellence.org.uk

Implementation

Constructing Excellence has worked with Building Software Ltd to develop "**Pay-As-You-Measure**" which is an effective tool to support the use of the Construction Industry KPIs. Using a standard internet browser, organisations can access a secure database and measure their performance in minutes. "Pay-As-You-Measure" allows organisations to benchmark against any of the national sets of KPIs and to produce graphs in a variety of formats. Simple data entry wizards show what data is needed and an on-line tutorial provides guidance.

Visit www.constructingexcellence.org.uk/productivity/kpis/payasyoumeasure.jsp

KPI Business Solutions provides a fixed number of KPIs in a fixed time, for a fixed price. It is aimed at organisations that need KPIs but lack the resources to set a system up easily. Following a clear step-by-step process, a Constructing Excellence Advisor helps establish what KPIs are needed, provides data forms, configures software, trains staff and then helps analyse the results so that effective action can be taken. Each implementation is priced individually. Phone the Constructing Excellence Helpdesk on **0845 605 55 56** or email helpdesk@constructingexcellence.org.uk