



## Continuous Improvement Policy

### Performance measurement and Continuous Improvement

In order to measure the performance of our customer care policy and as a part of our overall assessment of key performance indicators (KPI's) we conduct the following activities.

1. We monitor the complaints register and analyse the quantity and nature of the complaints that we receive and where appropriate amend our methods of working in order to drive performance.
2. On each completed project we ask for client feedback on the work undertaken and statistics that we maintain ourselves in order to assess the following factors:
  - If the project has been completed to time (including any mitigation given in terms of extension of time).
  - If the project was completed to budget by assessing the original tender sum against the final account presented for the work making allowance for increases granted for client requested variations to the work.
  - If the project was delivered without defects by assessing the volume of work required at the release of defects stage.
  - If the project was delivered efficiently by assessing the resources that the client had allocated to the works and did our methods of work add efficiency to the process by working in partnership.
  - If we got the work 'right first time' by assessing the amount of snagging work required when handing over work.
  - If the project was delivered safely by reviewing the accident statistics, near miss reporting and monthly surveillance visits.
  - Did we generate the anticipated profit on the project.

We use the information that is generated to bench mark our performance during nominated time periods, assess and identify areas for improvement and change our operational and administrative systems as required.

**Dean Floyd**  
Managing Director

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