

APPENDIX 6a – Example List of KPI's

Monthly Key Performance Indicators – Fleet Hire & Maintenance

Activity	Performance level	KPI % worth	KPI Score	KPI	Met Y/N		Monitoring Method
Badging for presence on site for safety	All employees must badge from presence both on arrival and on leaving site	5		Overall 95% or more scored monthly			Badging report from STSC system
Contractor to ensure all vehicles tax and MOT's are valid and in date	All vehicles are fully roadworthy	15		Overall 99% or more scored monthly			Updated on hire list with all relevant details of tax/MOT dates provided monthly by contractor
Tracker system kept fully up to date (within 24 hours of any changes)	Contract Manager always has the fully update hire list of all vehicles	10		Overall 95% scored monthly			For review at contract management meetings (cross reference of information to ensure customer and contractors are the same).
Wash list to be updated weekly	STSC has a full weekly view of vehicle cleaning for previous week	5		Overall 95% scored monthly			For review at contract management meetings
Reporting	Tracker report to be produced monthly, showing utilization, speed, idling time and a minimum.	5		95% scored monthly			Report sent by contractor by 3 rd day of each month
Damage/Fault report forms completed	No repairs to be carried out without the correct authority	15		100% scored weekly			Weekly costs reviewed by contract manager alongside paperwork for each job of work
New or replacement vehicles	Vehicles supplied on agreed timescales	20		95% scored monthly			STSC to monitor against agreed timescale and discuss at contract management meetings
Staffing levels	2 Full time mechanics to be provided at all times	20		95% scored weekly			Information from STSC badging system and reported availability from STSC Managers

Vehicle change out program visible to STSC	STSC work with supplier to agree change out program and which departments new vehicles will be allocated to by moving internally where required	5		95% scored monthly			To be reviewed at contract management meetings
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