

**Network Delivery and Development Directorate**

# **Performance Management Manual for Regional Technology Maintenance Contract**

**Date: June 2012**

**Version: 1.3**

## Document Control

<b>Document Title</b>	Network Delivery & Development Performance Management Manual for the Regional Technology Maintenance Contract
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<b>Distribution</b>	
<b>Document Status</b>	Final

## Revision History

Version	Date	Description	Author
0.1	30 June 2011	First Draft	Claire Onion
0.2	27 July 2011	Update Appendices version control	Claire Onion
1.0	17 August 2011	Approved by Janet Sivorn & Darshan Ubhi	Claire Onion
1.1	27 January 2012	Add KPI Handbook appendix	Tod Wood
1.2	6 June 2012	Streamlined to align with general PMM format	John Beavis
1.3	30 June 2012	Links to appendices updated	Tod Wood

## Reviewer List

Name	Role
Tod Wood	PMF Coordinator – AMO Performance
Janet Sivorn	Team Leader – AMO Performance

## Approvals

Name	Signature	Title	Date of Issue	Version
Janet Sivorn		Team Leader – AMO Performance	30/06/12	V1.3
Darshan Ubhi		Team Leader – West Midlands Traffic Technology	30/06/12	V1.3

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## **1. Introduction**

This document covers the requirements, roles, responsibilities and timelines specific to the Regional Technology Maintenance Contract (RTMC) Performance Management Framework. For background on the PMF, how it operates, generic roles and responsibilities and an outline of the six-step scoring process, please refer to the Performance Management Framework Methodology document (see Appendix C).

In 2010/11 the previous methods for monitoring our Service Provider performance were developed into a more useful performance management tool in the form of the MAC Performance Management Framework (PMF).

The Asset Management Office (AMO) has applied the same PMF methodology to RTMCs.

## 2. RTMC PMF Requirements

Below are the requirements specific to the RTMC PMF.

### 2.1 Documentation

The following documents are required in order to use the RTMC PMF (Table 1):

**Table 1. PMF documents**

Document	Purpose	Appendix Ref
Performance Hierarchy Poster with Weightings	Sets out the structure of the PMF	A1
PMF Scoring Guidance	Details the criteria for obtaining Green, Amber or Red Aspect scores	A2
PMF Weightings	Describes the relative weightings of the Sublevers and Aspects	A3
[Technology] KPI Handbook	Describes the KPIs used in the PMF	A4
Data Entry Sheet	Template used to input quarterly PMF scores	B

### 2.2 Roles and Responsibilities

Please refer to Section 5 of the Performance Management Framework Methodology document (Appendix C).

### 2.3 Reports to aid further analysis

After all tasks quarterly scores have been imported into the PMF-Plus database, the AMO will export data back into three spreadsheets and distribute to RCPTs:

- RTMC PMF Analysis Master FY 2012-13 – Shows all Aspects' scores and commentary for all regions to enable other RCPTs to understand how performance differs across the regions. Note: Due to the commercial sensitivity of some comments included in the Data Entry Sheet this spreadsheet should not be sent to Service Providers.
- RTMC MST Scores 2012-13 – Sets out the quarterly MST scores for each region. Shows all Aspects' scores (no commentary) for all regions to enable RCPTs, RTMCs and ASC Service Managers understand how performance differs across the regions.

## 2.4 Timetable

Service Providers' performance reporting is undertaken on a quarterly basis. The periods to be reported on and the dates for submission are shown below (Table 2):

**Table 2: Quarterly Reporting Timetable**

Period to be reported on	Report due
April, May, June	WD5 July
July, August September	WD5 October
October, November, December	WD5 January
January, February, March	WD5 April

The timetable for producing reports is shown below (Table 3):

**Table 3: PMF Report Production Timetable**

Regional Technology Maintenance Contract PMF Timetable	
WD1-4	Scores compiled and agreed
WD5	Data Entry Sheets submitted by ASC Service Manager to AMO (via RCPTs)
WD15	Reports sent to ASC Service Manager (via RCPTs)

## Appendix A – Performance Management Framework

This section relates to the Regional Technology Maintenance Contract Service Providers' PMF in use from contract access date. The PMF is scheduled to be updated twice a year.

Appendix A covers the following documents.

Appendix Ref	Document	Version / Date
A1	<a href="#">RTMC Performance Hierarchy Poster with Weightings</a>	v1.3 April 2012
A2	<a href="#">RTMC PMF Scoring Guidance</a>	v1.3 April 2012
A3	<a href="#">RTMC Weightings for 2011/12</a>	v1.3 April 2012
A4	<a href="#">Technology KPI Handbook</a>	v1.0 July 2012

## Appendix B – PMF Scores Data Entry Sheet Template

The Data Entry Sheet records the WRAGM scores of the Regional Technology Maintenance Contract Service Providers.

Appendix Ref	Document	Version / Date
B	<a href="#">RTMC PMF Data Entry Sheet</a>	v1.3 April 2012

## Appendix C - Related Documents

This manual focuses on the performance management and measurement processes. Reference is made to contract documents, guidance documents and other Agency documents, where they influence or specify aspects of the performance management approach.

A list of key documents that refer to the PMF is provided in Table 1.

**Table 1. References to Performance Management**

Topic	Document	Description
Contract Documents	RTMC Contract Service Information 0.2 General Obligations	Sets out the Service Provider's responsibilities and obligations around providing a high quality customer service; reducing congestion and improving reliability; improving road user safety; respecting the environment; preventing damage to property; complying with statutory duties; and meeting targets.
Contract Documents	RTMC Contract Service Information Appendix C	Performance Management Model for the provision of the Services, which facilitates the linkage between the Highways Agency's key business deliverables and the activities controlled by the Provider, together with the Service Manager.
NDD PMF Documents	<a href="#">NDD PMF Methodology</a>	Background on the PMF, how it operates, generic roles and responsibilities and an outline of the six-step scoring process

## Appendix D – Contacts for Further Information

For further information on the PMF please contact:

### AMO Performance

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## Appendix E – Glossary

Term	Meaning
AMO	Asset Management Office
ASC	Asset Support Contract
BMT	Business Management Team
HA	The Highways Agency, sometimes shortened to the Agency
N/A	Not Applicable
NDD	Network Delivery and Development Directorate
NDDPG	NDD Performance Group (chaired by the NDD Director)
PMF	Performance Management Framework
PMM	Performance Management Manual
RTMC	Regional Technology Maintenance Contract
RCPT	Regional Contract & Performance Team
SHARE	The Agency's electronic document filing system
SQR	Service Quality Review
WD	Working Day
WRAGM	White/Red/Amber/Green/Mauve scoring system