

Appendix A

Key Performance Indicators for the BMS at the MRC Harwell Institute

The expectation is that the appointed contractor will fulfil their duties in accordance with the contract specification.

KPI Ref	Performance Indicators	Pass	Fail
01	Provide a quarterly update of fault call activity and PPM progress	Quarterly updates received	Unidentified issues could cause failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.
02	Visits due: Visits completed	Visit completed on time	Failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program. ISO9001 records will not be up to date; MLC could lose its accreditation.
03	Visits completed: Visit reports received	Report received	Unidentified issues could cause failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.
04	Issues identified in reports: Quotes provide and/or parts ordered to rectify	Quotes received / parts ordered	Unidentified issues could cause failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.
05	Response to call outs completed.	2 hour remote & 4 hour site response received	Failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.

06	Background to calls, outcome and recommendations to prevent future re-occurrences	MRC engineers' kept fully up to date	Failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.
07	Inventory of overridden controls	MRC engineers' kept fully up to date	No quick on-site fix. Failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.
08	Repetitive alarm summary	MRC engineers' kept fully up to date	Failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.
09	Outstanding alarms list older than 1 week / 1 month	MRC engineers' kept fully up to date	Failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.
10	Correct Invoices submitted within 1 month	Invoice paid on time	No service contract
11	Review of stock holding and stock turn over	MRC critical spares stock up to date	No quick on-site fix. Failure of equipment which may affect the wellbeing of the animals on site as well as the MRC scientific program.
12	Recommendations for the enhancement of system performance and the reduction of energy consumption and carbon emissions	MRC saves money on the cost of utilities	MRC cost for utilities rises leaving less money for Science
13	Health & Safety update – including KPI's, accident statistics and incident data	MRC records up to date	Non-compliance to H&S requirements.