Ops Supply Chain Performance

Quality Management Points Data Standard for CPF

Safe roads

Reliable journeys

Informed travellers

Document Control

Document Title	Quality Management Points Data Standard for CPF
Author(s)	Charlotte Brampton
Owner	Chris Bethel, Angelica Rice
Distribution	Operations Performance Community (OPC)
Document Status	Live

Revision History

Version	Date	Description	Author
1.0	27-Jan-2015	Initial Release for CPF Training	Nigel Dowden
1.1	24-Feb-2015	Updated based on feedback	Daniel Gaze
1.2	09-Mar-2015	Updated and finalized	Daniel Gaze
1.3	09-Apr-2015	Ref data update based on feedback	Daniel Gaze
2.0.1	01-Oct-2015	Version Number Alignment	Peter Newell
2.0.2	01-Apr-2016	Minor Revisions	Charlotte Brampton
3.0	01-Oct-2016	Note added on QMP sheet submission Note added to sub-process for 7.5 Business Continuity Network Delivery and Development (NDD) now Ops Supply Chain Performance HA_AREA changed to DATA_KEY_ID Metrics renumbered	Christina Brown
4.0	15-Mar-17	Minor Revisions	Ashley Sutherland
5.0	01-Oct-2017	Metrics updated through the CPF October refresh	Megan Ricks, Charlotte Brampton
201804	01-Apr-2018	Metrics updated through the CPF April refresh	Charlotte Brampton

Reviewer List

Name	Role
Chris Bethel, Angelica Rice	Team Leader – Ops Supply Chain Performance
Christina Brown	Assistant Performance Manager – Ops Supply Chain Performance
Charlotte Brampton	Performance Analyst – Ops Supply Chain Performance

Approvals

Name	Title	Date of Issue	Version
Chris Bethel, Angelica Rice	Team Leader - Ops Supply Chain Performance	01/04/2018	201804

The original format of this document is copyright to Highways England.

Contents

1.   PURPOSE

The purpose of the Quality Management Point Data Standard is to detail the data collection requirements for QMP metrics associated with the Collaborative Performance Framework (CPF).

2.   OVERVIEW OF QMP DATA

The Quality Management Point Data Standard defines the data set that needs to be collected and reported each month for each Area in order to automatically calculate the QMP metrics which are under the Quality theme and the Effectiveness of Quality Management System measure 5.2a. The metric defined in CPF is as follows:

- 5.2a The number of Quality Management Points or valid Quality Warning Notice

*Note: The QMP data reported includes notification of a Quality Warning Notice (QWN) in the event that it has been sent to the Area.

The remainder of the Quality Management Point Data Standard describes the 'Operational Data' that must be reported on a monthly basis via the Regional Performance/Contract Manager.

*Note: each QMP/QWN must be reported each month when it is not cleared, and in the month when it is cleared. E.g. If 5 QMPs are awarded because a Quality Manager is not in place in May, and the QMP is cleared in September then we can expect to have received details of this QMP in each of the submissions for May, June, July, August and September.

When QMPs are submitted in more than one reporting period the following aspects **must be kept consistent in all data sheet submissions** of that QMP: QMP reference number, award type, awarded against, sub-process and awarded in date. Additionally, each new QMP that is raised should be given a unique QMP reference number – reference numbers of resolved QMPs should not be re-used. If these elements are not kept consistent the database will determine it as a new set of QMPs to add to the total.

In the event that no QMPs/QWNs have been awarded, cleared or are active in any given month, a data standard submission must still be made indicating that the Area has no QMPs/QWNs using the following format. Amend the cell in the HA_AREA column to reflect Area's number. Change the REPORTING_PERIOD and the AWARDED_IN dates to the current reporting period.

HA_AREA	REPORTING_PERIOD	QMP_REFERENCE	AWARD_TYPE	AWARDED_AGAINST	SUB_PROCESS	DESCRIPTION	NO_OF_QMPS_AWARDED	AWARDED_IN	CLEARED_IN	COMMENTS
00	*201606*	*00000*	*Sample text*	*Sample text*	*Sample text*	*Sample text*	*Sample text*	*201606*	*201606*	*Sample text*
00	201606	1	Points	N/A	N/A	No QMPs or QWNs	0	201606		No QMPs or QWNs

APPLICABILITY OF QMP METRICS BY CONTRACT TYPE

The following table indicates the QMP metrics that will be applicable to each main contract type:

Theme	Measure	Metric Ref	Metric Title	ASC	RTMC	PAVEMENTS
5. Quality	5.5 Quality Management and Key Deliverables	5.2a	The number of Quality Management Points or valid Quality Warning Notice	✓	✓	Yet to be agreed

3.   DATA DICTIONARY OVERVIEW

The QMP Data Standard below is in 'Data Dictionary' format. Each data column that needs to be supplied on a monthly basis is described as an individual row containing the following information:

Information	Description
Name	This is the column name required in the monthly data file.
Data type	Describes the data type each column should be presented as within the monthly data file.
Mandatory	When this is Y then the column <u>must</u> be populated in accordance with the described rules. If it is blank then the data load will not fail, however you should follow the guidance in relation to how to populate the field – in some cases the field should be left blank, whilst in others a default value is defined.
Comment	Describes any rules pertaining to population of the column.

4. QMP DATA STANDARD - DATA DICTIONARY

Name	Data Type	Mandatory	Comment
DATA_KEY_ID	Number (2)	Y	E.g. 03 or 12. Must contain leading zero
REPORTING_PERIOD	Number (6)	Y	Must be of format YYYYMM
QMP_REFERENCE	Number (5)	Y	Uniquely identifies each QMP row incremental by 1 E.g. 00001
AWARD_TYPE	Text (7)	Y	Constrained value of either WARNING or POINTS
AWARDED_AGAINST	Text (255)	Y	Constrained value. See list in Reference Data section for valid list of values.
SUB_PROCESS	Text (255)	Y	Constrained value. See list in Reference Data section for valid list of values.
DESCRIPTION	Text (255)	N	Optional Text
NO_OF_QMPS_AWARDED	Number(3)	Y	Constrained value when AWARD_TYPE = POINTS. Leave blank if AWARD_TYPE = WARNING.
AWARDED_IN	Number (6)	Y	Must be of format YYYYMM
CLEARED_IN	Number (6)	Y	Must be of format YYYYMM

Name	Data Type	Mandatory	Comment
COMMENTS	Text (255)	N	Optional commentary

5.   REFERENCE DATA

There are three lists of constrained values associated with the QMP data standard as follows:

Awarded Against (ASC)

F1 – Failure to have complete Quality Plan in place and operating

F1 – No Quality Manager in post

F2 – Failure to identify non-conformity

F2 – No Quality Manager in post

F3 – Failure to raise a Non-Conformity Report

F4 – Failure to raise a Corrective Action Report

F5 – Failure to rectify Non-Conformity in time set out in Corrective Action Report

F6 – Failure to correct Quality Plan in manner set out in Corrective Action Report

F7 – Failure to implement recommendations in Audit Report

F7 – Failure to prevent repeat nonconformities

F8 – Failure to take an Agreed Action

F8 – Failure to implement recommendations in Audit Report

F9 – Failure to carry out Internal Audit

F10 – Carrying out work without release of Hold Point

F11 – Failure to make records available for Inspection

F11 – Failure to keep to time variance for milestone 2 (Asset Delivery, design only)

F12 – Failure to allow access for Employer Audits

F13 – Failure to accrue QMPs that should have been accrued

F13 – Failure to notify the Service Manager of change to Processes and Procedures

F14 – Failure to accrue QMPs that should have been accrued

Sub Processes

- **Asset Support Contracts (ASC)**

1.0 Develop Area Business Strategy

1.1 Develop Area Business Strategy - Direction

1.2 Develop Area Business Strategy - Preparation

1.3 Develop Area Business Strategy - Implementation

1.4 Develop Area Business Strategy - Enhancement

2.1 Inspect Asset Condition

2.2 Undertake Technical Surveys

2.2 Identify Maintenance Requirements

2.3 Manage Inventory Database

2.3 Undertake Technical Surveys

2.4 Identify Schemes

2.4 Manage Asset Data

2.5 Identify Maintenance Requirements

2.5 Identify Schemes

3.1 Develop Severe Weather Plan

3.1 Develop Maintenance Requirements Plan

3.2 Develop Cyclic Maintenance Plan

3.2 Develop Severe Weather Plan

3.3 Value Manage Schemes

3.3 Develop Incident Response Plan

3.4 Develop Schemes

3.5 Develop Annual Plan

3.6 Incident Management Planning

3.6 Manage Network Occupancy

3.7 Manage Network Occupancy

4.1 Provide Severe Weather Service

4.1 Deliver Maintenance Requirements Plan

4.2 Undertake Cyclic Maintenance

4.2 Deliver Severe Weather Service

4.3 Undertake Unplanned Maintenance

4.3 Respond to incidents

4.4 Construct Provider Schemes

4.5 Manage Works by Others

4.6 Manage Incidents

5. Measure Performance

6. Continuous Improvement

7.1 Information, Communications & Technology

7.2 HR & Training

7.3 Commercial Management

7.4 Risk Management

7.05 Business Continuity

7.5 Procurement and Supply Chain Management

7.6 Stakeholder Liaison

7.7 Customer Communication

7.8 H, S & E

7.9 Mobilisation & Demobilisation

7.10 Manage Facilities

8. Other Category

No of QMPs Awarded:

The only valid input in this column is numeric values ranging from 5 to 995 in increments of 5.

Glossary

Term	Meaning
ASC	Asset Support Contract
CE	Customer Experience
CO	Controls
CP	Commercial and Procurement
CPF	Collaborative Performance Framework
DE	Delivery
EN	Enablers
F	Failures
IN	Intelligence
MD	Maintenance and Delivery
MP	Maintenance and Planning
OPs	Operations
OPCG	Operations Performance Community Group
PD	Programme Development
QMP	Quality Management Points
QWN	Quality Warning Notice