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Ops Supply Chain Performance

Provider Data Standard for CPF

Safe roads

Reliable journeys

Informed travellers

Document Control

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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	Added MAC/ASC Metric split	Daniel Gaze
1.3	09-Mar-2015	Updated and finalised	Daniel Gaze
1.4	18-Mar-2015	Additional required scores added and 'Not Scored' logic	Daniel Gaze
2.0.1	01-Oct-2015	Version Number Alignment 5.2i Road Markings and Road Studs defects are rectified has been added as a new metric within CPF	Peter Newell
2.0.2	01-Apr-2016	Minor Revisions and rewording 5.2i Road Markings and Road Studs defects are rectified has been added as a new metric within CPF	Charlotte Brampton
3.0	01-Oct-2016	Minor Revisions 6.4e) v) [previously 1.3e) v)] Third Party Claims is no longer required to be submitted on the Provider Data sheet. This metric is now calculated entirely on the DCP sheet. HA_AREA changed to DATA_KEY_ID New themes and metrics have been added to the CPF framework: Collaboration and Client Feedback. 4.2a, 4.2b and 4.2c) Inclusion metrics have been added within Sustainability. 5.3a) efficiency metric has been added in	Christina Brown Charlotte Brampton

		quality. 4.3a, 4.3b, 4.3c and 4.3d) Project bank account metrics have been amended. 7.3h) Road Markings and Road Studs defects are rectified has been removed from MAC requirements Metrics renumbered	
4.0	01-Apr-2017	Revisions through the CPF April refresh	Christina Brown, Charlotte Brampton
5.0	01-Oct-2017	Revisions through the CPF October refresh	Megan Ricks, Charlotte Brampton
201804	01-Apr-2018	Revisions through the CPF April refresh	Charlotte Brampton

Reviewer List

Name	Role
Chris Bethel, Angelica Rice	Team Leader – Ops Supply Chain Performance
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Approvals

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

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Contents

1. PURPOSE

The purpose of the Provider (PD) Data Standard for CPF is to detail the data collection requirements for constructed Collaborative Performance Framework (CPF) metrics that are formulated from Service Provider source systems and processes.

2. OVERVIEW OF PD DATA

APPLICABILITY OF PD METRICS FOR ASC

The following table indicates the PD metrics that will be applicable to ASC

Theme	Measure	Metric Ref	Metric Title	ASC
1. Health and Safety	1.1 Effective Management of Workforce Health and Safety	1.1e	Percentage of scheduled and outstanding Road Safety Audits (RSAs) completed to programme along with outstanding actions	✔
3.Customer & Stakeholder	3.1 Minimise Customer Delay	3.1g	Severe Weather: Appropriate precautionary salting provided	✔
		3.1h	Severe Weather: Instances of running lanes being available in accordance with the Severe Weather Plan	✔
	3.3 Driving Customer Satisfaction	3.3a	Litter clearance is undertaken in accordance with AMOR requirements (ASC)	✔
4.Sustainability	4.2 Manage social sustainability	4.2a	Throughout the life of the contract employment intelligence is gathered and analysed and acted upon to identify opportunities to improve the inclusiveness of the working culture and diversity of the workforce	✔
		4.2b	Throughout the life of the contract customer and community intelligence is gathered, analysed and acted upon to deliver a more socially sensitive SRN and be a better neighbour to communities impacted by the contract	✔
	4.3 Manage economic sustainability	4.3a	Pay via the Project Bank Account	✔
5. Quality	5.2 Effectiveness of quality management system	5.2c	Establishing Collaboration Principles, Processes and Plans	✔
6. Time	6.4 Delivery of milestones	6.4a	All asset rectification activities are completed within the required timescales	✔

		8.1	Driving of Health and Safety Improvement	✓
8. Client Feedback	8. Client Feedback	8.2	Improvement of Customer Experience	✓
		8.3	Timely Payment	✓

APPLICABILITY OF PD METRICS FOR RTMC

The following table indicates the PD metrics that will be applicable to RTMC

Theme	Measure	Metric Ref	Metric Title	RTMC
3.Customer & Stakeholder	3.3 Driving Customer Satisfaction	3.3m	Maintenance Requirements Plan Delivered	✓
4.Sustainability	4.3 Manage economic sustainability	4.3a	Pay via the Project Bank Account	✓
5. Quality	5.2 Effectiveness of quality management system	5.2d	Updating asset databases	✓
6. Time	6.4 Delivery of milestones	6.4i	Faults are kept to a minimum	✓
8. Client Feedback	8. Client Feedback	8.1	Driving of Health and Safety Improvement	✓
		8.2	Improvement of Customer Experience	✓
		8.3	Timely Payment	✓

APPLICABILITY OF PD METRICS FOR PAYMENTS

The PD metrics that will be applicable to Pavements are yet to be agreed

3. DATA DICTIONARY OVERVIEW

The PD Data Standard below is in 'Data Dictionary' format. Each data column that needs to be supplied by the Service Provider 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. PD 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
METRIC_CODE	Text (20)	Y	Code set up within CPF+ e.g. CPF_001
METRIC_DESCRIPTION	Text (255)	Y	Description set up within CPF e.g. 3.1g) Severe Weather: Appropriate precautionary salting provided
METRIC_DATA_TYPE	Text (50)	Y	Constrained Value e.g. Boolean, Text, Number

Name	Data Type	Mandatory	Comment
METRIC_SCORE	Text (255)	Y	E.g. Y, 0, -73.9, Increased Recycle Where a Metric is 'Not Scored', the value -999999 must be inputted.
COMMENTS	Text (255)	N	Optional but please include comments to support the client feedback scores. This will help us to identify where issues are to assist in their resolution or to ensure good performance is sustained.

Glossary

Term	Meaning
AMOR	Asset Maintenance and Operational Requirements
ASC	Asset Support Contract
CPF	Collaborative Performance Framework
H&S	Health and Safety
OPC	Operations Performance Community
OPs	Operations
PD	Provider Data
RSAs	Road Safety Audits