

## SERVICELINK DIRECT – KPI REPORTS

### OVERVIEW

There are various reports analysing KPI results, the reports are normally run for a month at a time, but can be run for any date range. The analysis is by contract. It is normally the case that any Servicelink customer will run some reports, but not all, on a regular basis.

#### **KPI 1. Average time to complete jobs**

This report shows whether the contractor is completing jobs within the timescales allowed.

#### **KPI 2. Jobs completed within time allowed**

This report shows whether the contractor is completing jobs within the timescales allowed.

#### **KPI 3. Number of recalls**

Shows the number of jobs that were not finished when originally reported as completed.

#### **KPI 4. Number of recalls per engineer**

Shows the number of jobs that were not finished when originally reported as completed.

#### **KPI 5. Number of jobs that had appointments**

The number and percentage of jobs that had an appointment.

#### **KPI 6. Appointments kept**

The number and percentage of jobs that had an appointment, which was adhered to.

#### **KPI 7. Average repair cost analysed by type**

Average cost of repair analysed by job category e.g. day-to-day repair, Void etc.

#### **KPI 8. Customer Satisfaction**

The number and percentage of jobs reported as satisfactory by the recipient.

#### **KPI 9. Turnaround time per Void**

The average time taken from void reported to void available for new tenant.

#### **KPI 10. Contract Job status**

– the number of jobs at each WIP status analysed by contract.

#### **KPI 11. Jobs completed first time**

– the number of jobs completed on one visit.

#### **KPI 12. Invoice analysis**

– to show the cost breakdown of each invoice into labour, materials, subcontractor costs

#### **KPI 13. Invoicing delay**

The average length of time taken from job completion to invoicing.

#### **KPI 14. Post Inspection analysis**

Post inspections carried out as a percentage of jobs done. Percentage post inspections passed.

#### **KPI 15. Repairs analysed by priority**

This report breaks down the jobs done on any contract by the priority that the client assigned to the job. This will show if jobs are being passed to the contractor in the correct proportions of “urgent”, “p1”, “p2” etc

Generating KPI figures that are not already present can be custom built for individual ServiceLink customers.