

Supplier KPI performance summary Feb 2018 to October 2019

Fulfilment - Inspection requests where an Expert by Experience was allocated

Year 3 February - January 2019

London								
Ins Start Month	KPI1	KPI2	KPI3	KPI4	KPI5	KPI6	KPI 7	KPI 8
February	100%	100%	100%	100%	100%	90%	100%	100%
March	100%	100%	100%	100%	100%	90%	100%	100%
April	100%	100%	100%	100%	100%	100%	100%	100%
May	100%	100%	100%	100%	100%	100%	100%	100%
June	100%	100%	100%	100%	100%	100%	100%	100%
July	100%	100%	100%	100%	100%	100%	100%	100%
August	100%	100%	100%	100%	100%	100%	100%	100%
September	100%	100%	100%	100%	100%	100%	100%	100%
October	100%	100%	100%	100%	100%	100%	100%	100%
November	100%	100%	100%	100%	100%	100%	100%	100%
December	100%	100%	100%	100%	100%	100%	100%	100%
January	100%	100%	100%	100%	100%	100%	100%	100%
North								
Ins Start Month	KPI1	KPI2	KPI3	KPI4	KPI5	KPI6	KPI 7	KPI 8
February	100%	100%	99%	100%	100%	97%	100%	100%
March	100%	100%	100%	100%	100%	100%	100%	100%
April	100%	100%	100%	100%	100%	100%	100%	100%
May	100%	100%	100%	100%	100%	100%	100%	100%
June	98%	100%	97%	98%	100%	97%	100%	100%
July	100%	96%	100%	100%	96%	100%	100%	100%
August	100%	100%	100%	100%	100%	100%	100%	100%
September	100%	100%	100%	100%	100%	100%	100%	100%
October	100%	100%	100%	100%	100%	100%	100%	100%
November	100%	100%	98%	100%	100%	98%	100%	100%

March	100%	100%	100%	100%	100%	100%	100%	100%
North								
Ins Start Month	KPI1	KPI2	KPI3	KPI4	KPI5	KPI6	KPI 7	KPI 8
February	100%	100%	97%	100%	100%	97%	100%	100%
March	100%	100%	100%	100%	100%	100%	100%	100%
South								
Ins Start Month	KPI1	KPI2	KPI3	KPI4	KPI5	KPI6	KPI 7	KPI 8
February	100%	97%	100%	100%	97%	100%	100%	100%
March	99%	100%	100%	98%	100%	100%	100%	100%
Central								
February	100%	100%	100%	100%	100%	100%	100%	100%
March	100%	100%	100%	100%	100%	96%	100%	100%

Year 4 April - October 2019

London								
Ins Start Month	KPI1	KPI2	KPI3	KPI4	KPI5	KPI6	KPI 7	KPI 8
April	100%	100%	100%	100%	100%	100%	100%	100%
May	100%	100%	100%	100%	100%	100%	100%	100%
June	100%	100%	100%	100%	100%	100%	100%	100%
July	100%	100%	100%	100%	100%	93%	100%	100%
August	100%	100%	100%	100%	100%	100%	100%	100%
September	100%	100%	100%	100%	100%	100%	100%	100%
October	100%	100%	95%	100%	100%	95%	100%	100%
North								
Ins Start Month	KPI1	KPI2	KPI3	KPI4	KPI5	KPI6	KPI 7	KPI 8
April	100%	100%	100%	100%	100%	100%	100%	100%
May	100%	100%	100%	100%	100%	100%	100%	100%
June	100%	100%	100%	100%	100%	100%	100%	100%
July	100%	100%	97%	100%	100%	97%	100%	100%
August	100%	100%	100%	100%	100%	100%	100%	100%
September	100%	100%	100%	100%	100%	100%	100%	100%
October	99%	100%	96%	99%	100%	96%	100%	100%
South								
Ins Start Month	KPI1	KPI2	KPI3	KPI4	KPI5	KPI6	KPI 7	KPI 8

April	100%	100%	98%	100%	100%	98%	100%	100%
May	100%	100%	100%	100%	100%	100%	100%	100%
June	100%	100%	100%	100%	100%	100%	100%	100%
July	100%	100%	100%	100%	100%	100%	100%	100%
August	100%	100%	100%	100%	100%	100%	100%	100%
September	100%	100%	100%	100%	100%	100%	100%	100%
October	99%	100%	95%	99%	100%	95%	100%	100%
Central								
April	99%	100%	96%	99%	100%	96%	100%	100%
May	100%	95%	94%	99%	93%	94%	100%	100%
June	100%	100%	94%	94%	100%	94%	100%	100%
July	100%	100%	100%	95%	100%	100%	100%	100%
August	99%	100%	95%	99%	94%	95%	100%	100%
September	100%	100%	97%	100%	100%	97%	100%	100%
October	100%	100%	97%	97%	100%	97%	100%	100%

KPI definition key

1. Provide Experts by Experience for all Inspection Events requested **20 working days or more in advance of the first day of the inspection**
2. Provide Experts by Experience for all Inspection Events requested **between 10 - 19 working days in advance of the first day of the inspection**
3. Provide Experts by Experience for all Inspection Events requested **between 2 - 9 working days in advance of the first day of the inspection**

4. All Inspection Events requested **20 working days or more in advance of the first day of the inspection** have identified Experts by Experience no later than 10 working days prior to the Event

5. All Inspection Events requested **between 10 - 19 working days in advance of the first day of the inspection** have identified Experts by Experience inspectors no later than **5 working days** prior to the relevant Event

6. All Inspection Events requested **between 2 - 9 working days in advance of the first day of the inspection** have identified Experts by Experience inspectors no later than **24 hours** days prior to the relevant Event

7. Provide Experts by Experience for all training and engagement events

8. All training and engagement events have an identified Experts by Experience no later than 5 Working Days prior to the relevant Event