Storyboard (answer plan)

Section	Install		
Weighting	15%	**Page / Word Limit**	6000 **characters**
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Evaluation Criteria
The Question

Please provide evidence of relevant SLAs and KPIs, as well as performance against each of those

This should provide both an internal set of KPIs and/or performance measures, as well as an external supplier measured set of KPIs and SLAs

evidence required

Defining Our Offer

Client Drivers
Why has the client asked us this question? What is their underlying issues/concerns? By understanding their key challenges we can produce a winning response.

A 'Good Response' will share relevant SLAs and KPIs, as well as evidence of consistently meeting those

A 'Poor Response' will not provide relevant information or information which shows SLAs / KPIs have not been consistently met

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Win Themes
Which win themes could and should we emphasise in this answer? And what benefit will these provide to the client?

Win Theme	Benefits

Building Our Response

Below you should break down the answer to your response into the subsections within each section allowing for effective signposting to the client.

In each part detail your approach. It can be bullet points at this stage but should address all important technical points as well as client drivers, win themes and USPs. Proof points need to be included to back up statements.

Overall message

Our response

6000 (Currently approx 5809)

We place great importance on maintaining our levels of performance to the highest standards and work with clients to develop additional lead measures for driving performance to achieve the agreed KPIs/SLAs and service requirements. Our managers follow a fair and objective process to ensure these standards are met in every aspect of contract delivery. Our approach is to address poor performance and celebrate excellence whilst being transparent and fair.

Where SLAs or KPIs are not included in our contracts, we establish and monitor internal performance metrics covering a range of parameters relevant to the contract to ensure we are providing our clients with a satisfactory level of service. As a trusted partner with Thames Water on their Smart Metering Programme, we manage the customer journey from appointments to installation and deliver against a range of service levels / KPIs where we closely monitor figures for:

- Surveys completed

- Viable jobs vs surveys / surveyor

- Unmeterables

- Boundary box installs (per install team and supervisor)

- Smart meter installs (per install team and supervisor)

- Internal and external meterable rate per workstream

- Reinstatement defects

- Meter defects

- Comms defects

- Defects from install

- Total working hours

- Total working hours without incident

- Meters installed per hour

- Variance between years

- Staff turnover (with reasons from HR leavers interview)

- Performance of new starters

Monitoring the above metrics enables us to measure our performance, identifying trends and making any improvement actions necessary to ensure we meet or exceed our overall targets for meter installation throughout the programme. The success of this performance monitoring is evidenced by our figures for 2022/2023 which show we completed a total of 178,049 meter jobs against our target of 169,577 (105%), which is 119% up on the previous year and translates into 75.4 meters installed per hour worked.

We also track the number of successful installations against customer refusals and 'unmeterable' instances encountered by our installation teams; using feedback received to celebrate team/individual performance and initiate additional training or coaching, where necessary.

Our call centre has KPIs that require 80% of all calls to be answered in 45 seconds, an abandoned call rate of 3% or less and an average wait time of 60 seconds or less; which we easily achieve on average over the course of the year, managing peaks and troughs by flexing resource levels, where necessary.

We use Vonage Contact Centre technology to allow for queued call backs, where the customer is offered the option of putting the phone down whilst remaining in a virtual queue and then getting a call back when it is their turn to be answered – this helps reduce lost calls and creates a more effortless experience for the customer.

We fully understand the elements and drivers of C-MeX (derived from CSS-CSAT and CES-CSAT surveys) and align our approach to our clients' strategy and agreed customer journey; appreciating that our performance not only affects our CSS (Customer Satisfaction Survey) results but also indirectly affects our CES (Customer Experience Survey) results – both of which drive our C-MeX score.

To this end, we set internal targets covering a range of metrics to ensure we receive the best feedback possible from our clients' customers, knowing the main causes of customer dissatisfaction relate to poor response, inability to resolve issues quickly and poor communication and provision of information etc. These metrics allow us to identify areas of low performance and implement corrective measures before our C-MeX score and clients' reputation is adversely affected.

As part of our CSS monitoring, we ask all customers contacting our call centre to rate us on a scale of 0 to 10 to describe their experience of our work or interaction and explain the reasons behind their ratings. The rating system enables us to break the feedback down to identify trends, such as disciplines involved, operatives completing the work and use of subcontractors. Setting our internal target score at 7, we have achieved an average score of 9.96 across our OMP, PMP and CSL programmes from the 17,024 ratings received since April this year.

These ratings then feed into our combined CSAT scores to track our overall success in ensuring our customers remain fully satisfied with our services. Where customers are dissatisfied with us, we can use this feedback to identify root causes and implement improvement actions, such as additional customer training, review of subcontractors, changes to our communication processes and additional toolbox talks etc.

Where our CSS ratings are 6 or below, we call the customer to discuss the reasons for giving that score and try to retrospectively fix any issues they may have experienced; aiming to address these issues and change their attitude in advance of any CES survey they may be asked to complete.

We continually monitor our customer satisfaction performance, measuring our C-MeX scores and call centre CSAT scores against internal targets to ensure we are delivering to expectations; and take any improvement actions necessary to rectify performance that fails to meet expectations. Our call centre is achieving exceptional C-MeX scores across all three meter installation programmes for Thames Water (OMP, PMP and CSL), averaging 86.89 compared with the industry average of 81.62 for UK water supply companies.

Our Thames Water Smart Metering contract, where we have now successfully completed 1,122,116 smart meter installations, clearly demonstrates the effectiveness and success of our delivery approach. Over the last 12

months we have achieved 98.600% compliance with our appointment targets, missing only 126 appointments from a total of over 87,000.

Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question

Relevant Policies, MOPs accreditations, attachments etc

Linked Case Studies: Have we written about this before?

Name/Project	Growth Team Contact	Ops Contact

	MWS-FM-COM-257	

Graphics

A picture / diagram / flow chart is worth a thousand words!

Sketch any graphics needed to support the answer?

- Drop graphics in here and which subsection they apply to