Storyboard (answer plan)

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| **Section** | Q8 Reporting | | |
| **Weighting** | 5% | **Page / Word Limit** | 1500 words |
| **Owner** | Jo Thompson | **Lead Author** | Tony Fern |
| **Contributors** | Gary Booth/Tim Waite | **Reviewer** | Soruban/Steve Stanyon |
| **Evaluation Criteria** | | | |
| **The Question** | | | |
| What format of reports will you be able to provide and at what frequency?  Please provide example KPI reports or dashboard examples that will be used for this agreeement, showing the level of reporting that will be provided through the agreement and what it measures - these should be relevant to the specific needs of this agreement and the KPIs provided in the contract.  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 include a clear report, which considers the specific KPIs and SLAs of this agreement.  The supplier is able to explain where the data will come from and how they wil ensure it's accuracy.**  A 'Bad Response' will provide reports which do not consider the proposed KPIs and SLAs within the contract document.  Reporting is unclear / difficult to follow and / or the supplier is unable to commit to how the information will be provided accurately | | | |
| **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** | |
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| **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** |
| 422 Words  We will measure the metrics YW requires and report in accordance with your preferred format and frequency.  The table in Q8 Appendix 1 details the specific reports associted with the Customer Satisfaction KPIs set out in the contract document and the format they currently take.  Q8 Appendix 2 is an example of a monthly report from one of our metering contracts showing escalations. Reports include escalations and fault tasks, complaints and claims, low pressures, no waters, wirtten complaints and ‘rant and raves’. The complaints and faults can also be broken down by workstream and presented as a graph or chart. The data is taken directly from our call centre fed in to power BI to produce the reports.  For the installation and maintenace portion of the contract, the KPIs associated with Customer Satisfaction are of particular relevance. MWS fully understand the elements and drivers of C-MeX (derived from CSS-CSAT and CES-CSAT surveys) and aligns our approach to our clients’ strategies and agreed customer journeys; 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.  We set internal targets covering a range of metrics designed to drive good performance and earn the best feedback possible from our clients’ customers, knowing the main causes of dissatisfaction (e.g., poor response, inability to resolve issues quickly and poor communication/information). From these metrics we identify performance areas needing improvement and implement corrective measures immediately, (such as additional customer training, review of subcontractors, changes to our processes etc) to protect C-MeX scores and clients’ reputations.  As part of our CSS monitoring, we ask all customers contacting our call centre to rate us on a scale of 0 to 10 and explain the reasons behind their ratings. From this data, we can identify trends,root cause and drill down into disciplines, operatives completing the work and use of subcontractors. Setting our internal minimum score at 7, we have achieved an average score of 9.96 across our metering 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 achieving customer satisfaction.  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 4 months we have achieved 98.600% compliance with our appointment targets, a metric we are working hard to further improve. |
| **Sub-question 1:** |
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| **Sub-question 2:** |
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| **Sub-Question 3:** |
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| **Sub-question 4:** |
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| **Sub-Question 5:** |
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| **Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question** |
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| **Relevant Policies, MOPs accrediations, attachments etc** |
| MAGI  The KPI reports and dashboard examples that will be used for this agreement include: 1. A Corrective Management Action Log that records customer complaints, the actions taken, and the key stages to resolution. This log is reviewed for trends and to ensure that actions remain effective **1**. 2. A monthly KPI report provided to Affinity Water, which includes data on customer contacts and the reasons for those contacts, extracted from the weekly customer contacts report received from Affinity Water **1**. 3. An example Approach to Performance Management document, which includes a list of programme SLAs for Thames Water's Water Networks Infrastructure Programme **2**. 4. Performance monitoring results for Thames Water DS contract, which includes contract specific KPIs/SLAs, and involves subcontractors in performance HUBS, continuous improvement initiatives, and problem/cause analysis **3**. 5. A process that monitors internal performance metrics when SLAs or KPIs are not included in contracts, covering a range of parameters such as calls handled, complaints received, oldest jobs, and WOW nominations **2**.  The KPI reports and dashboard examples that will be used for this agreement include: 1. A Corrective Management Action Log that records customer complaints, the actions taken, and the key stages to resolution. This log is reviewed for trends and to ensure that actions remain effective **1**. 2. A monthly KPI report provided to Affinity Water, which includes data on customer contacts and the reasons for those contacts, extracted from the weekly customer contacts report received from Affinity Water **1**. 3. An example Approach to Performance Management document, which includes a list of programme SLAs for Thames Water's Water Networks Infrastructure Programme **2**. 4. Performance monitoring results for Thames Water DS contract, which includes contract specific KPIs/SLAs, and involves subcontractors in performance HUBS, continuous improvement initiatives, and problem/cause analysis **3**. 5. A process that monitors internal performance metrics when SLAs or KPIs are not included in contracts, covering a range of parameters such as calls handled, complaints received, oldest jobs, and WOW nominations **2**.  Based on the provided sources, a clear report which considers the specific KPIs and SLAs of this agreement would include: 1. \*\*Contract-Specific KPIs/SLAs\*\*: Regular reviews of subcontractor performance against contract-specific KPIs/SLAs, which are included in the subcontractor agreements and monitored for compliance **12**. 2. \*\*Performance Management Documents\*\*: Development of documents that outline the general approach to performance management, including performance review processes, customer and stakeholder experiences, and service measures with associated delivery targets **3**. 3. \*\*Operational Performance Metrics\*\*: Monitoring of internal performance metrics when SLAs or KPIs are not included in contracts, covering parameters such as calls handled, complaints received, oldest jobs, and WOW nominations **3**. 4. \*\*Performance Reports\*\*: Provision of performance reports, such as the attached September 2023 performance report for the Southern Water contract and the Approach to Performance Management document developed for Thames Water, which include detailed KPIs and compliance statistics **43**. 5. \*\*Engagement with Subcontractors\*\*: Involvement of subcontractors in performance HUBS, continuous improvement initiatives, and problem/cause analysis to ensure effective performance management **2**. 6. \*\*Stakeholder Management\*\*: Experience in managing numerous stakeholders and building strong relationships based on trust earned from consistently delivering promised outcomes **3**. |
| **Linked Case Studies: Have we written about this before?** |
| |  |  |  | | --- | --- | --- | | Name/Project | Growth Team Contact | Ops Contact | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |

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| **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