**Key Performance Indicators – Operations Manager.**

Name: ………………………...…... Week Beginning: ………………..……………… Reporting To: …………………..……………

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| **Key Performance Indicators.** | | |
| **1:** Labour utilisation > 90%. | **2:** Hit a monthly gross margin across jobs of 38%. | **3:** 90% of projects completed within budget. |

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| **Key Performance Activities.** | **Week 1.** | **Week 2.** | | **Week 3.** | **Week 4.** | | **Week 5.** | **Points** (Y=1, N=0) |
| Ensure projects are ready to start on time (equipment, materials and other contractors are organised and ready). | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Ensure all pre-job checklists are completed | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Check all quality assurance checklists are completed by tradesmen. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Back costing completed on all jobs within 5 days of project completion. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Check teams KPI’s sheets weekly (done during 20-minute coaching session) | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Complete weekly operations meeting with tradesmen. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Ensure all variations are costed and approved prior to beginning work on the variation. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Performance appraisals for team members completed on time (see the yearly planner for dates). | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Ute kept clean and tidy with RUC and COF organised by due date. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| **Notes:** ……………………………………………………………………………………………………………………..  ……………………………………………………………………………………………………………………………………  …………………………………………………………………………………………………………………………………… | | | *Incentive Program.*  7 or less = $0  7 < or < 8 = $30  8 or more = $100 | | | **Total Points:** | |  |
| **Score:** = Total points ÷ No. of weeks in month (out of 9). | |  |