

1SC GUARDING LIMITED

TITLE: Objectives / KPI's	REF NO: QM 06/9	PAGE: 1 OF 2
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ISSUE: 1			
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Quality (Key Performance Indicators) Objectives

Our 'general' objectives are:

- to enhance and improve our operation and services,
- to maintain existing business, plus to develop it in a controlled manner.

Our 'specific' objectives to both enable the realisation of our 'mission statement' and these being:

1. A 'zero' level of accidents, either in the offices, the Control Room or whilst on assignment.

This being related to both Safe Working Practice and avoidance of unnecessary 'lost time' which has both an economic and resource impact on operations.

Frequency of monitoring / reporting = quarterly

2. Any / All complaints and/or identified service defects acknowledged and formally responded to within 5 working days of receipt + genuine complaints all to be closed, where practically possible, within 1 calendar months of initial identification. This includes a 'zero' level of occurrences related to either Equal Opportunities or Environmental issues (within the control of 1SC)

This being a service perception issue.

Frequency of monitoring / reporting = quarterly

3. A 100% target of all new 'potential' Clients to be visited for initial discussions within 5 working days, unless they require otherwise, with Risk Assessments being prepared within 5 working days of related visits.

Customer perception on response.

reporting = quarterly

Frequency of monitoring /

4. Satisfaction surveys, (either from regular Customer contact or separate surveys) to result in a category of 'Satisfied' as a minimum in all aspects of operation (out of the following categories: 'Delighted', 'Satisfied', 'Not Satisfied' & 'Extremely Dissatisfied').

This being a measure of perception of Service.

Frequency of monitoring / reporting = quarterly

5. A 100% target of ALL new staff being suitably telephone vetted for the 5 years most recent history, (excluding current employer), prior to starting

employment + A 100% minimum target of all screening to be completed within 16 working weeks where practically possible.

This being a compliance issue.

Frequency of monitoring / reporting = monthly

6. A 100% achievement in ALL contractually agreed levels of service, with regard to manning, patrols and / or response. (This includes frequency of Client reviews meeting where defined)

This being a measure of perception of service

Frequency of monitoring / reporting = monthly

7. Audit Corrective Actions responded to AND closed, as follows: Cat 1 = within 30 days, Cat 2 = within 60 days & Cat 3 = 90 days max.

Internal performance measure, indicating Management 'timely' Response to identified problems.

Frequency of monitoring / reporting =

quarterly

8. A 90% achievement target of Contract and Internal Auditing actioned to Schedule / Quarter.

Internal performance measure.

Frequency of monitoring / reporting =

quarterly

Around this, Contract retention and staff turn over will also be monitored.

As will continuous improvement in staff understanding and compliance to 'defined' arrangements within the QMS.

This latter aspect will be monitored by the number of Category 1 & 2 'findings' from audit gradually reducing in number.