

Guidance Document

G1243 CoMET KPIs

Issue No.: A1

Issue date: Dec 2011

Review date: Dec 2013

MAYOR OF LONDON

AVA Documents
Document Sharing Hub



Contents

1	Purpose	3
2	Scope	3
3	Guidance	3
3.1	Data Collection	3
3.2	Reporting	3
3.3	Using the KPI report	4
4	Responsibilities	4
5	Supporting information	5
5.1	Background	5
5.2	Safety considerations	6
5.3	Environmental considerations	6
5.4	Customer considerations	6
5.5	Other information	6
6	References	7
6.1	Abbreviations	7
6.2	Definitions	7
6.3	Subject Matter Expert	7
6.4	Document history	7

This document must not form part of Contractual terms and conditions between London Underground and Suppliers.

Neither London Underground nor Suppliers are bound to provide any of the items or services or follow any processes described in this document unless they are also required to provide them explicitly by other, Contractually binding, documents.

The information within this document must not be used by London Underground or Suppliers to raise or moderate expectations of delivery by Suppliers or London Underground over and above Contractual requirements.

1 Purpose

- 1.1 The purpose of this Guidance is to assist all staff involved in preparing the CoMET annual KPI data and those seeking to use the annual KPI report.

2 Scope

- 2.1 This Guidance applies to all LU staff involved in preparing the CoMET annual KPI data and seeking to use the annual KPI report. The Guidance applies also to any Tube Lines staff involved in preparing the CoMET annual KPI data and seeking to use the annual KPI report.

3 Guidance

3.1 Data Collection

- 3.1.1 In January each year, the Project Manager – CoMET receives the request for KPI data from the RTSC. On receipt, the request is forwarded to the Business Reporting Manager and Benchmarking & Scorecard Development Manager in the Finance Knowledge Management Team who are responsible for preparing and collecting the data and completing the KPI data spreadsheet in accordance with the KPI Handbook. These Managers source data from other managers as required. Data is collected and provided in two parts.
- 3.1.2 The operational KPI data is collected for submission to the RTSC by mid- May and the financial data for submission in July following the signing of the company annual accounts. Once the data submissions are complete, they are forwarded to the Project Manager – CoMET who carries out a brief check for completeness and any obvious potential errors and once satisfied of the quality of the submission submits the data to the RTSC.

3.2 Reporting

- 3.2.1 The RTSC usually issue Interim, draft Final and Final KPI Reports. The Interim Report, issued in late May/early June covers operational data and any financial data metros have submitted. On receipt, the Project Manager – CoMET reviews the report to check that the LU position shown makes sense in respect of prior years and known changes. He then forwards the draft with his comments, if any, to the Business Reporting Manager, Benchmarking & Scorecard Development Manager, Head of Knowledge Management and Head of Benchmarking & Reviews for their review and comment back to him. The Project Manager – CoMET forwards any resulting comments to the RTSC. The process is repeated for the draft Final Report. On receipt of the Final KPI Report, the Project Manager – CoMET circulates it to directors,