

Guidance Document

G1247 CoMET Use and Benefits

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MAYOR OF LONDON

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1 Purpose

- 1.1 The purpose of this Guidance is to provide potential users of CoMET with information on how CoMET information may be used and the generic benefits that could be achieved

2 Scope

- 2.1 This Guidance applies to all staff in LU. It applies also to any Tube Lines staff that may wish to use CoMET information.

3 Guidance

3.1 Generic Uses

- 3.1.1 There are a number of ways that the CoMET information may be used to bring benefit to the business. A number of examples are set out below.
- 3.1.2 The annual KPI reports can be used:
- in the business planning process
 - to change the way performance is reported internally
- 3.1.3 Informing stakeholders of performance and defending LU's position in respect of:
- providing value for money
 - performance relative to other CoMET and Nova members
 - trends in improvements or deterioration
 - use of anonymous results in annual reports
 - informing customers
 - justifying investment programmes of changes to practices
- 3.1.4 Implementing / adapting suggestions from case studies or practices of other metros.
- 3.1.5 Pilot studies.
- 3.1.6 Integrating case study output into existing initiatives.
- 3.1.7 Use of case studies and clearinghouse studies to reinforce and justify existing decisions.
- 3.1.8 Ad-hoc use of individual insights from case studies and clearinghouse studies..