

	Ref:	NR/L3/MTC/MG0176/05
	Issue:	3
	Date:	04 September 2010
	Compliance date:	04 September 2010
Ellipse work management handbook		
5 Key Performance Indicator Reports		

Ellipse work management handbook

NR/L3/MTC/MG0176/05

Key Performance Indicator Reports

Contents

5.	Key Performance Indicators (KPIs)	2
5.1	KPI 1 - Work Order Data Quality Report	3
5.2	KPI 2 - National Business Critical Work Outstanding Report	3
5.3	KPI 3 – Work Outstanding Report / Pivot Charts	4
5.4	KPI 4 - Workgroups not set for Batch Processing	5
5.5	KPI 5 - Active MSTs against WG not set for Batch Processing	6
5.6	KPI 6 - MSTs with Next Schedule Date in the Past	6
5.7	KPI 7 - Work Orders overdue by frequency – Suppressed	6
5.8	KPI 8.1 & 8.2 Data Quality Report	6
5.9	KPI 8.3 0000 Track ID Analysis	7
5.10	KPI 8.4 9999 Track ID Analysis	8
5.11	Weekly Cancellation Report	8
5.12	Weekly Reprioritisation Report	8
5.13	Work Orders created more than 7 days from the defect found date	9
5.14	Work Orders created with the same Ellipse raised and creation date	9
5.15	Productivity Report	9
5.16	Information technology requirements	9

	Ref:	NR/L3/MTC/MG0176/05
	Issue:	3
	Date:	04 September 2010
	Compliance date:	04 September 2010
Ellipse work management handbook		
5 Key Performance Indicator Reports		

5. Key Performance Indicators (KPIs)

These KPIs have been created by the ASMO Organisation and shall be used within Infrastructure Maintenance to provide details on the use and quality of information in the Ellipse work management system against specified targets, where appropriate. Initially, they monitored backlog and data quality but others have been developed and introduced over the past few years including the cancellation, reprioritisation, productivity and compliance reports.

The table below lists these KPI reports, stating who has the local ownership and responsibility for reviewing the weekly reports and who, if needed, will fulfil any actions. This is followed by further details on the individual reports and how they should be used.

KPI Report	Local Owner (s)	Actioned by
KPI 1 - Work Order Data Quality Report	Section Manger	Section Planner
KPI 2 - National Business Critical Work Outstanding Report	IMDM	Section Manger
KPI 3 - National Work Outstanding Report	IMDM	Section Manager
KPI 4 & 5 - Active MSTs against WG not set for Batch Processing	Workplan Coordinator	Systems Support Manager
KPI 6 - MSTs with Next Schedule Date in the Past	Section Manager	Systems Support Manager
KPI 7 - Work Orders overdue by more than the cyclical frequency - Suppressed	Section Manager	Section Manager and Systems Support Manager
KPI 8.1 & 8.2 Data Quality Report	Systems Support Manager	Systems Support Manager
KPI 8.3 0000 Track ID Analysis	Maintenance Engineer	Systems Support Manager
KPI 8.4 9999 Track ID Analysis	Maintenance Engineer	Systems Support Manager
Weekly Cancellation Report	IMDM and Maintenance Engineer	Section Manager and Section Planner
Weekly Reprioritisation Report	IMDM and Maintenance Engineer	Maintenance Engineer and Section Manager
Works Orders created more than 7 days from defect found date	Section Manager	Section Planner
Work Orders created with the same Ellipse raised and creation date	Section Manager	Section Planner
Productivity Report	IMDM and Maintenance Engineer	Maintenance Engineer and Section Manager
Compliance Report (See Section 6)	IMDM and Maintenance Engineer	Maintenance Engineer and Section Manager

	Ref:	NR/L3/MTC/MG0176/05
	Issue:	3
	Date:	04 September 2010
	Compliance date:	04 September 2010
Ellipse work management handbook		
5 Key Performance Indicator Reports		

5.1 KPI 1 - Work Order Data Quality Report

This weekly report shall be used to monitor the quality of work orders closed within Ellipse. The sheet titled No Hours-Units within this KPI contains a list of the Ellipse users and the number of work orders closed without hours and/or units.

By double clicking on any of the numbers in the NO HOURS or NO UNITS columns next to the relevant user name or depot name, a list of the specific work orders with zero hours or units will be displayed. These errors shall then be corrected in Ellipse by the data entry team.

Draft copies of this KPI are published on Wednesday & Thursday of each week. The Section Planner or Section Administrator shall review this report and correct the errors by 1600 on Thursday, and then the finalised version will be published on Friday. The Section Planner shall confirm that the errors have been corrected; taking appropriate action where necessary.

See section 07 figure A1.

The following sheets are available within the finalised Friday report:

- CoverSheet (Report specification and Std Job exclusions)
- National Summary by IMDM (Weekly Summary reported at IMDM level)
- National Summary by WG (Weekly Summary reported at Work Group level)
- No Hours-Units (Weekly work orders closed without Hours or Units)
- Closure Method (Method used to close Ellipse work orders)
- WO Closure Graph (13 Week closure graph)
- Est vs Act Hrs Graph (Estimated (Norm Time) vs Actual Hours (Time on Tools))
- Forecast Gross vs Net Graph (Work Group Forecast Hours vs Net available hours)
- Forecast Net vs Actual Graph (Work Group Net Hours vs Actual Hours (Time on Tools))
- Non Time-on Tools Graph (13 Week Non Time-on-Tools (NTT) graph)
- WO Closure Trend Chart (13 Week work orders closed without units or hours trend)
- Trending Graph – No Hours (13 Week work order closed with hours graph)
- Trending Graph – No Units (13 Week work order closed with units graph)
- Trending Graph – Transactions (13 Week work order raised, closed & cancelled graph)

5.2 KPI 2 - National Business Critical Work Outstanding Report

This weekly report shall be published on Friday and shall be used to monitor the national business critical Work Outstanding. The full list of business critical standard jobs, along with their mapping, is available within the weekly KPI folder.

The following sheets are available within the report:

- Report - Critical Work Outstanding (The list of all critical Work Outstanding with 13 days grace)
- Report - Critical Work Outstanding Sum'ry (The summary of Work Outstanding types by IMDM)
- Report – Critical Work Outstanding Defec (The list of critical defects with 6 days grace)
- Report – Critical Chart (A 13 Week trend graph)