

at AP Mitchell Group

At AP Mitchell Group we measure our performance against the delivery of Key Performance Indicators (KPIs). These performance indicators will allow us to quality asses the delivery and performance of services we provide, enabling critical reflection and continual improvement.

We measure KPIs across a broad range of areas within our company. These include:

- Project delivery
- Customer experience
- Delivery and response times
- Health and safety
- Complaints
- Freedom of information
- Social responsibility
- Transparency and fairness



Operational excellence

We believe in delivering working excellence across all aspects of our company.



We measure the following KPIs relating to our operating procedures and standards:

- Percentage of projects delivered on-time
- Percentage of projects delivered under budget
- Quarterly customer satisfaction rating
- Net promoter score
- Customer time to value for all projects
- Average deviation from proposals

Safety and adherence



We commit to safe and legal working both in our office and on site to ensure everyone returns safely.

Monitor accident frequency rate.

100% notification of all near misses, accidents and RIDDOR complaint occurrences.

Monitor safety training completion rate.

Lost time injury frequency rate.



Transparency and fairness



We promote a culture of transparency, accountability and integrity.

We measure the following KPIs relating to information handling and requests:

- 100% response within 2 days of a request for information.
- Monitor request resolution rate.
- All paperwork issued within 5 business days of a sit visit
- All complaints to be notified and resolved within 48 hours from receipt.

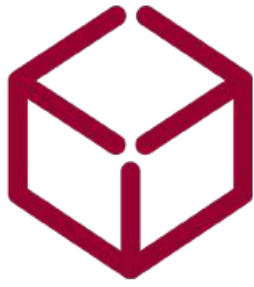


Social responsibility



We enable growth to deliver community benefits and add social value.

- Further employee training and employment opportunities.
- Inspire and educate 10,000 young people from Primary School upwards by 2025.
- Support 5 social enterprises by 2025.
- Surpassing the Liveing Wage.



apmitchell
group

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