

**WESTLEIGH
ARE
BUILDING
THE
FUTURE.**

Quality Performance Statistics

October – December 2008



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We are pleased to release this months Quality Performance Statistics, which are provided in accordance with our Customer Care Charter and ISO 9001 Quality Management System accreditation.

	October – December 2008	2008 YTD
Client satisfaction (avg %)	86.1%	
Complaints received	-	1
Closed on time	-	100%
Non-conformities raised	0	0
Defects raised	489	2,076
Non-valid defects	34.3%	30.4%
Defects closed on time	87.6%	91.8%
Average defects per property	0.4	1.2
Project budgetary control YTD	-0.1%	
Reportable accidents	1	8
Calls answered within 10 seconds	89%	

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The above statistics are provided for information purposes only, and whilst every effort has been taken to ensure the accuracy of these statistics, the company accept no liability of any kind where errors are found to exist.



Quality Performance Statistics

Information Key & Source Explanation

The quality performance statistics displayed herein are provided as part of our Customer Care Charter's commitment to transparency. Whilst the figures provide invaluable information, they also provide benchmarks trends from which the company continually strive to improve upon.

Client Satisfaction

Following completion of each project, the client representative is asked to complete an appraisal questionnaire which reviews their opinions on a number of key factors based upon the commitments made by Westleigh. The scores from these questionnaires are collated and represented as a satisfaction percentage.

Complaints

Any formal complaints that are received and dealt with by the Quality Assurance Manager are reviewed and recorded as part of the performance statistics.

Non-Conformities

Where, during internal or on-site quality audits, deviations from documented quality procedure are located, these are recorded as non-conformities and have subsequent investigation and corrective and preventative actions implemented.

Defects

Utilising the web-based Defect Management System, numerous statistics are available relating to issues raised with properties during the contractual defects period. A non-valid defect is one which relates to a reported issue that Westleigh bear no responsibility, ie occupier damage, vandalism, occupier serviceable items.

Project Budgetary Control

This percentage figure relates to the difference between the original estimate and the actual costs incurred in completing of the project.

Reportable accidents

Westleigh take Health & Safety extremely seriously and take all steps to ensure the wellbeing of its employees, subcontractors and visitors alike. From time to time, accidents do happen, and reportable accidents are those which we are bound by law to inform the Health & Safety Executive.

Telephone calls

Call handling performance statistics are logged and monitored by a powerful software application, thereby enabling Westleigh to accurately monitor those against our Customer Care Charter commitment of "aiming to answer calls within 10 seconds".

Property Defects – Statistical Overview

1st October 2008 – 31st December 2008

Result	Qty
Valid	304
Not Valid - Resident/Landlord Serviceable Item	27
Not Carried Out - Unable to Contact Resident	18
Not Valid - Work Not Required	17
Work Carried Out but Problems Gaining Access	15
Not Valid - No problem found	15
Not Carried Out - No Access when Visited	13
Resident Damage	12
Vandalism	9
Not Valid - Item not on Handover Snagging List	9
No response from H/A With Further Information	8
Not Valid - Fault not Caused by Our Equipment	6
Not Valid - Resident Required Instruction	3
Not Valid - Faulty Resident Appliance	2
Not Valid - Not Carried Out	2
No Access - Carried out on Further Visit	2
NV but Callout Cancelled by HA before Actioned	1

Priority	% OnTime
End of Defect	100
14 Days	100
Site Visit	96.8
7 Days	94.5
24 hrs	78.7
3 Days	74.6

Overdue Reason	Qty
Contractor	47
Access Problems	7
Closed for Christmas	2
Part Required	1