ANALYSIS OF DATA

The responsibility for Analysis of data in the form of Company Key Performance Indicators (KPI’s) will be addressed by the Managing Director in conjunction with the Production Manager, and the Q.M.R at Management Review Meetings (see F 105)

Company KPI’s are analysed for performance and trends under the following headings:

* **Marketing & Sales** (including Customer feedback) ***Source of data***

*Sales v previous year MD from file*

*trend* *MD from file*

*Number of tenders submitted v Number successful MD enquiry register*

*Analysis of reasons for tender failure* *MD follow up register*

Annually a review of customer base including

 *% of work from existing customers MD from file*

*Number of new customers MD from file*

*Review of Customer feedback* (FPAL and Rotech generated) *MD from FPAL file*

* **Production**

*Planned v Achieved P&PM review of F5’s*

*% Rework P&PM review of F94 & 95*

*Analysis of above for specific failures and trends* *P&PM*

* **QHSE & Compliance** (including work environment)

*Audit programme progress QHSE review against plan*

*Non conformities number raised/Trends QHSE from file*

*Third Party Audits/reviews/trends QHSE from audit reports*

*Health & Safety number of accidents/near misses/trends QHSE from accident book*

*Health & Safety work environment reports QHSE from Internal inspection Audits file*