

All Years

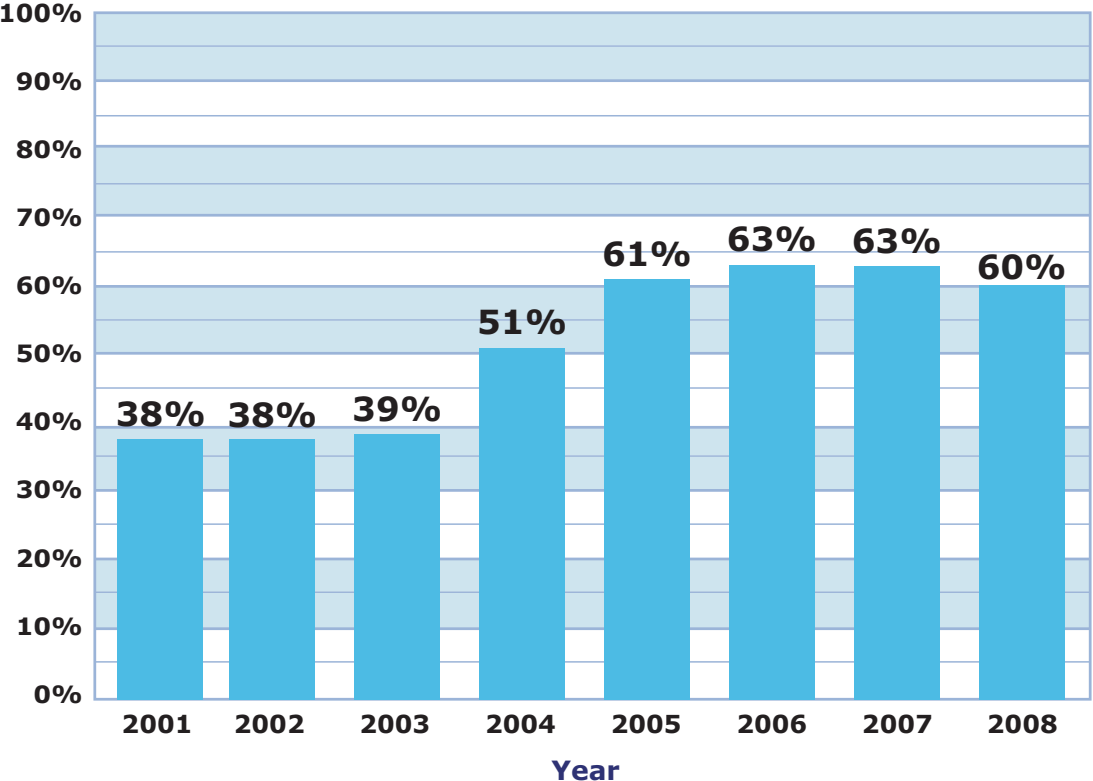


M&E Contractors

Year on Year Comparisons

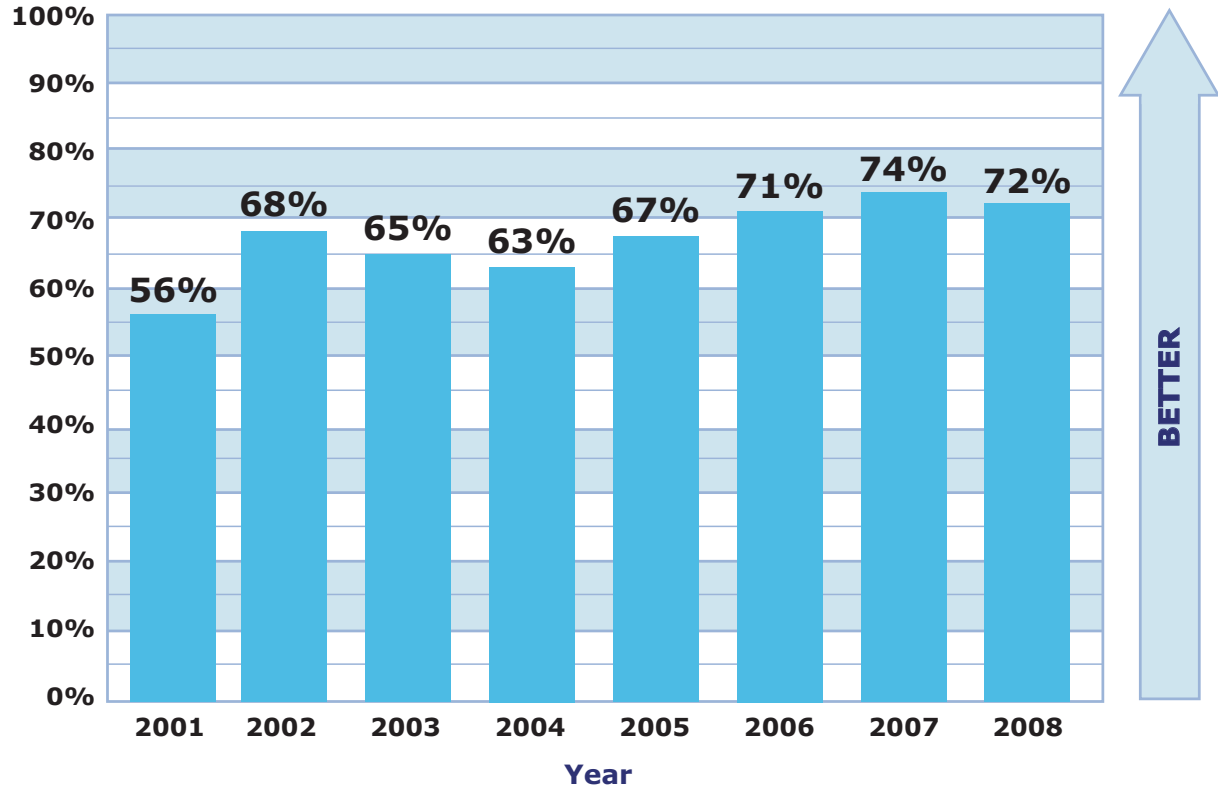
Client Satisfaction - Design

% scoring 8/10 or better



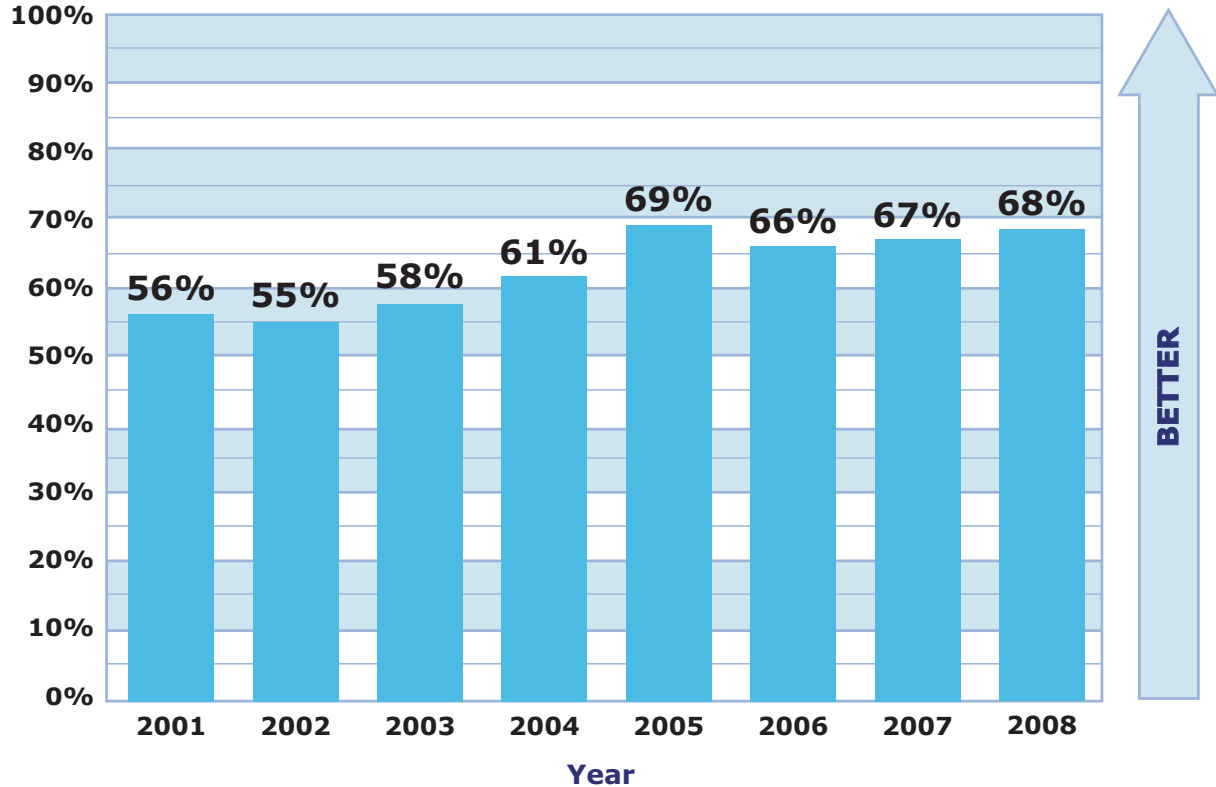
Client Satisfaction - Installation

% scoring 8/10 or better

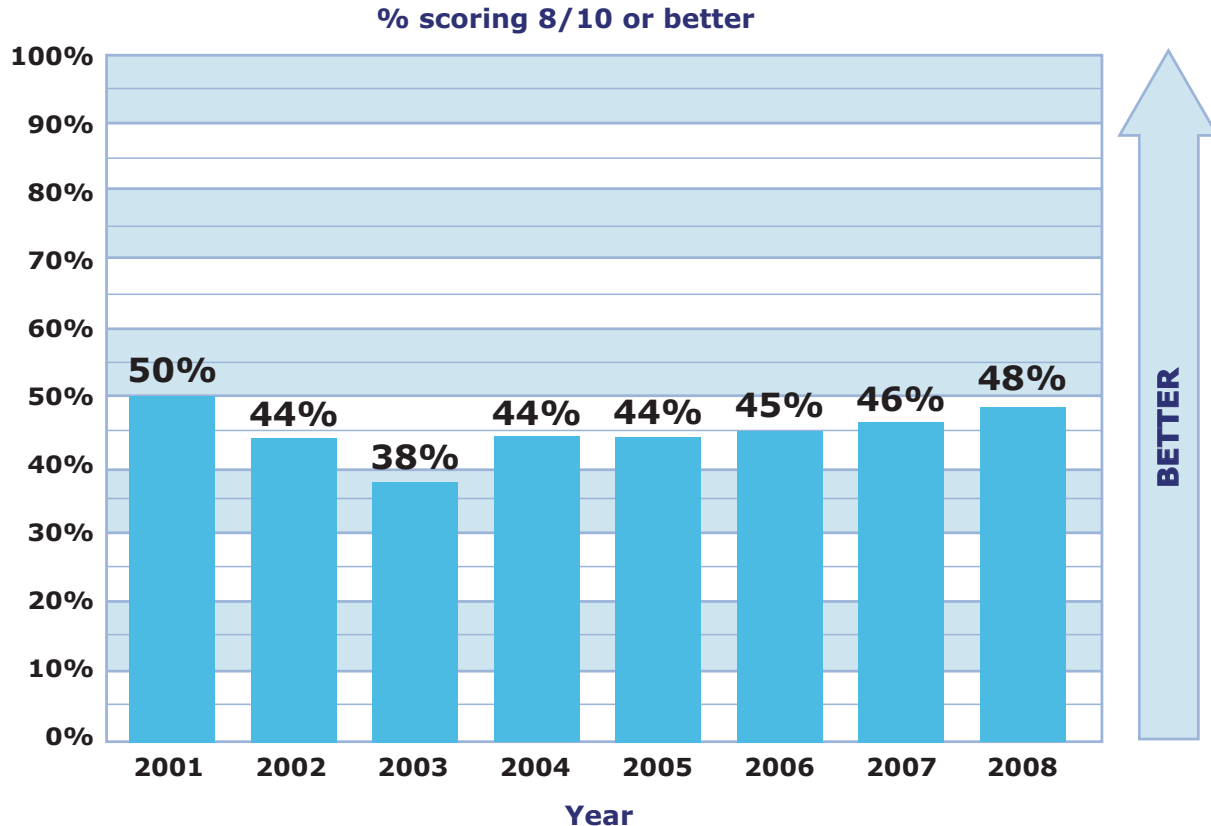


Client Satisfaction - Service

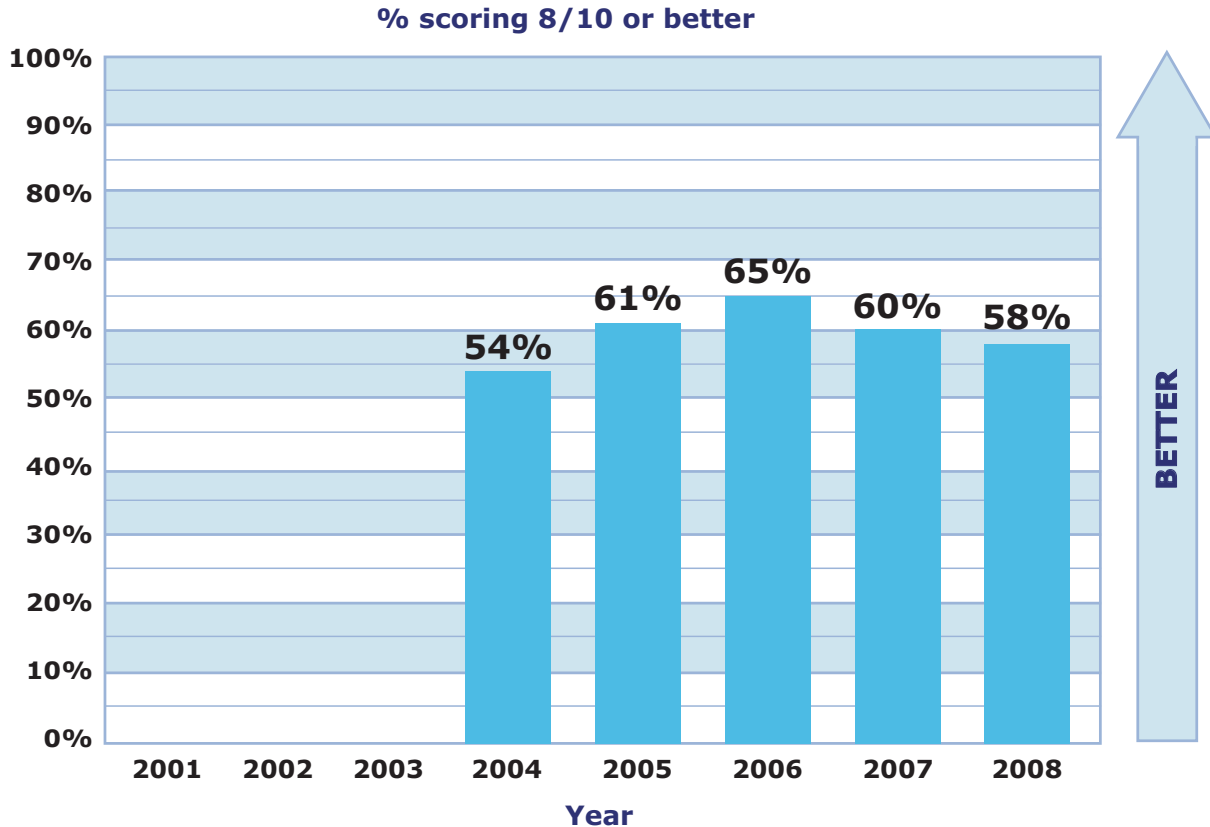
% scoring 8/10 or better



Client Satisfaction - Quality of O&M Manuals

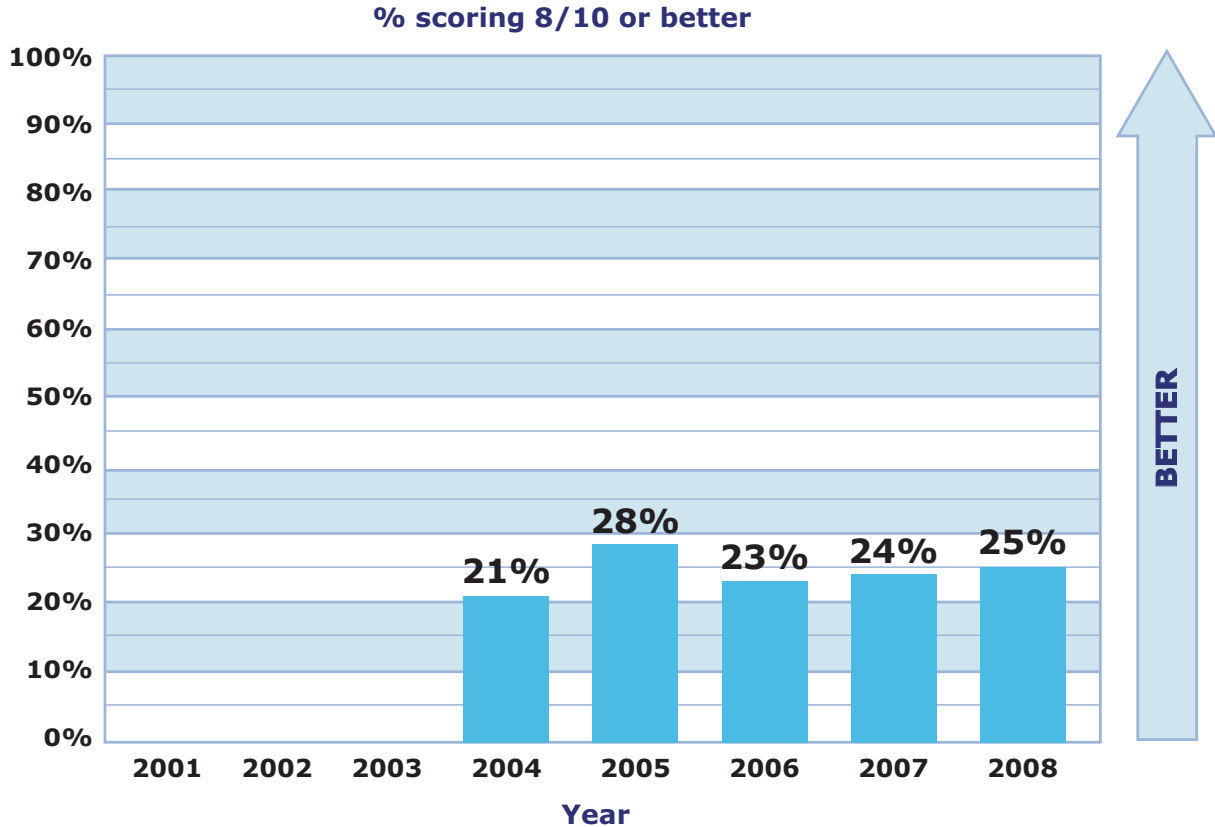


Client Satisfaction - Value for Money



Data not available before the first year shown.

Contractor Satisfaction - Payment Overall



Data not available before the first year shown.

All Years

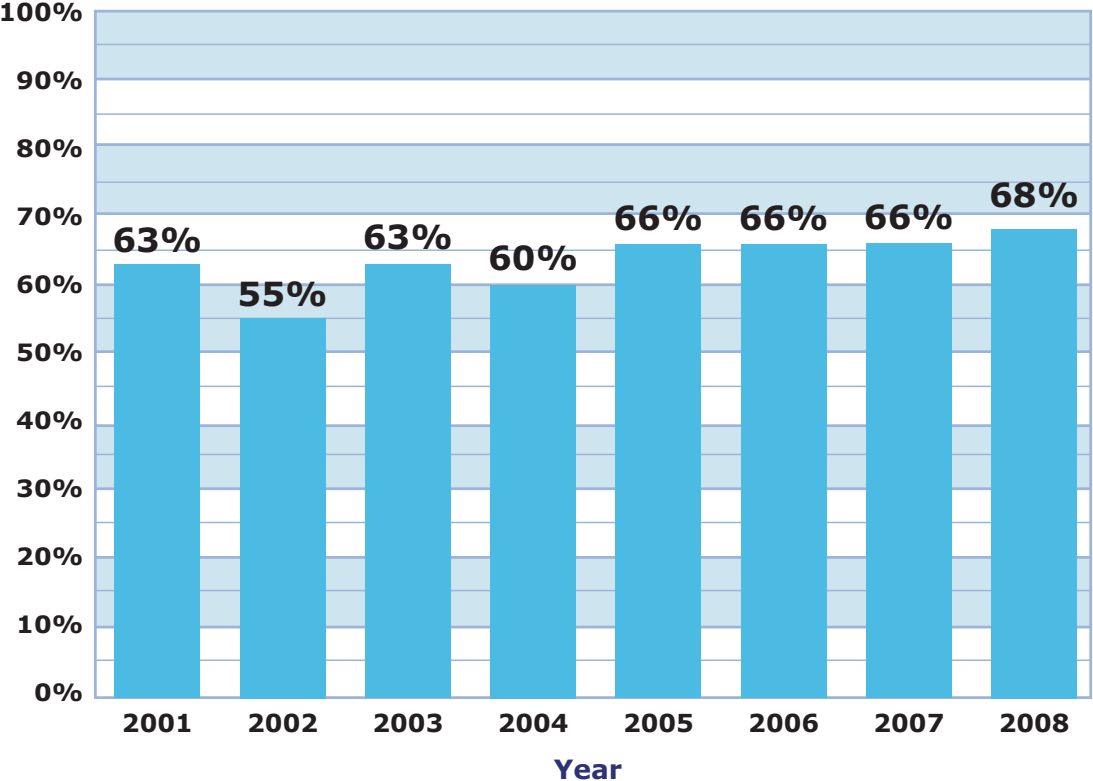


M&E Contractors

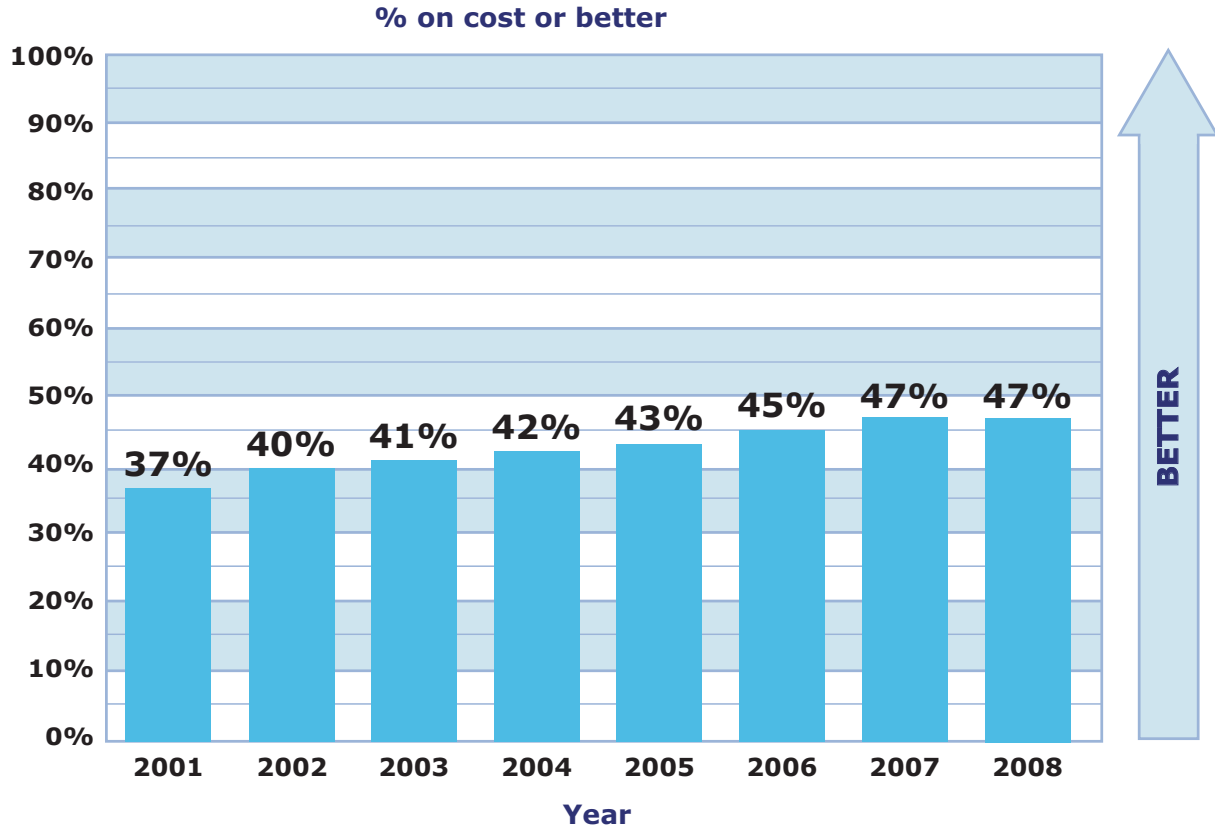
Year on Year Comparisons

Defects

% scoring 8/10 or better

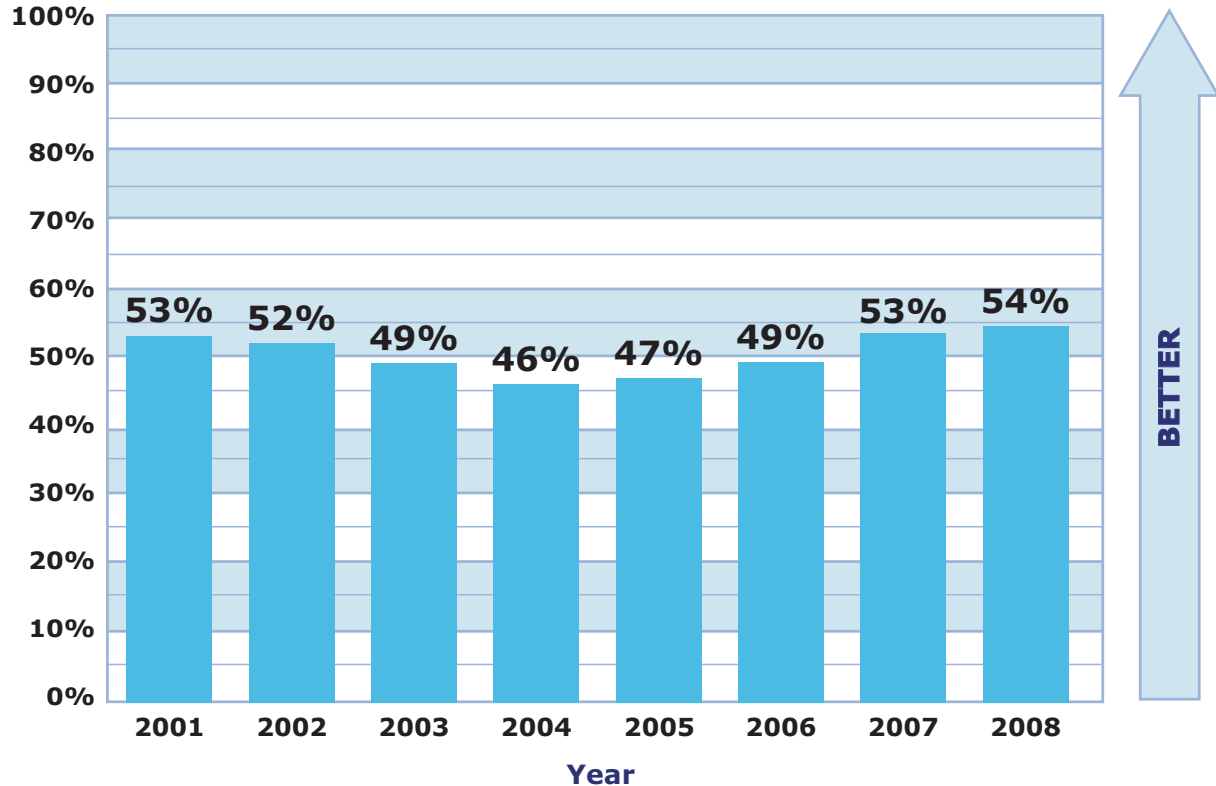


Predictability Cost



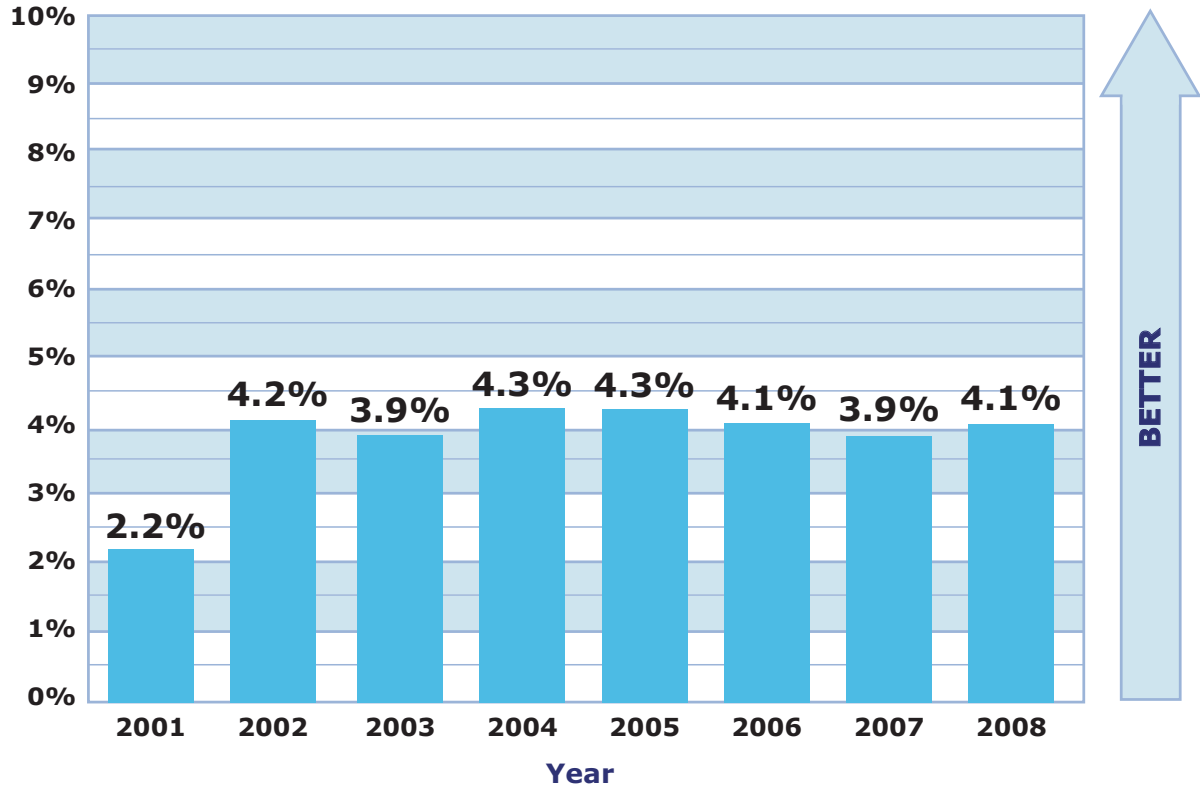
Predictability - Time

% on target or better



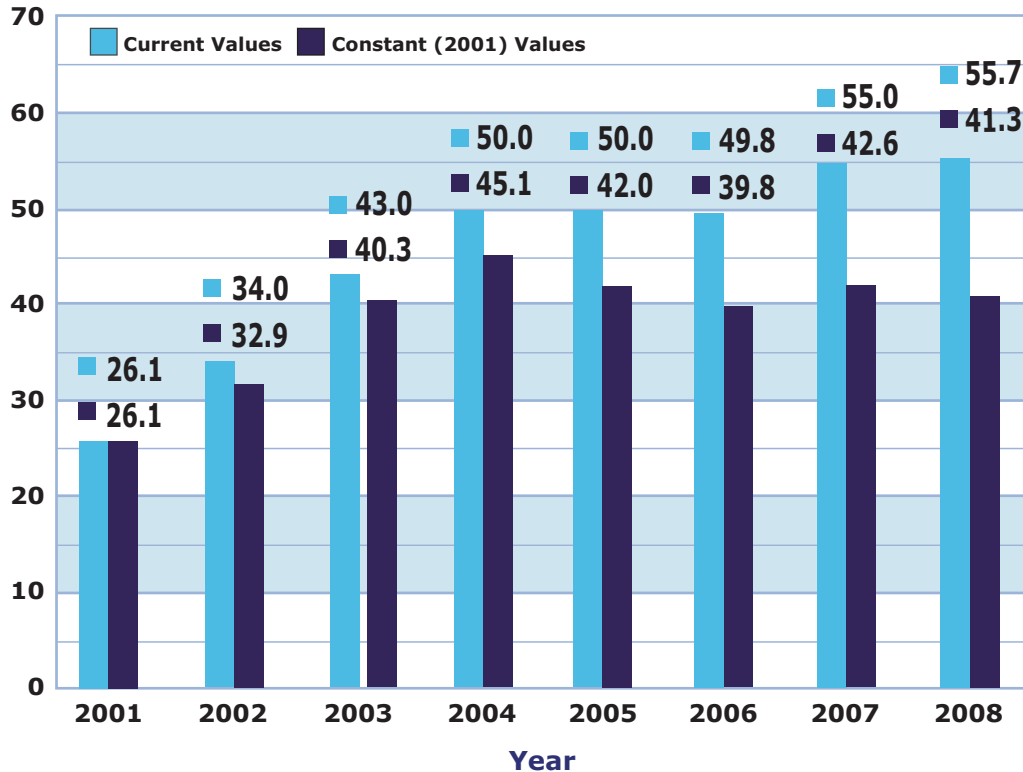
Profitability

Median % return on turnover



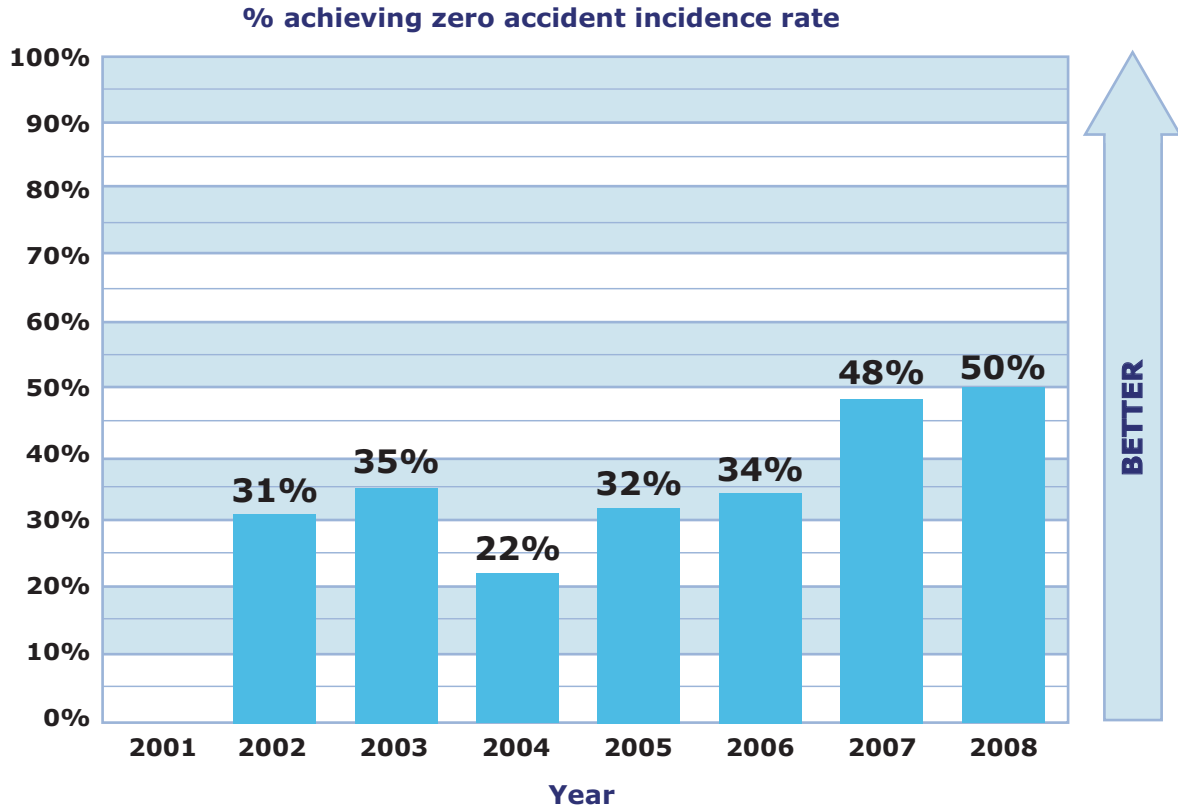
Productivity

Median value added per M&E operative (£000s)



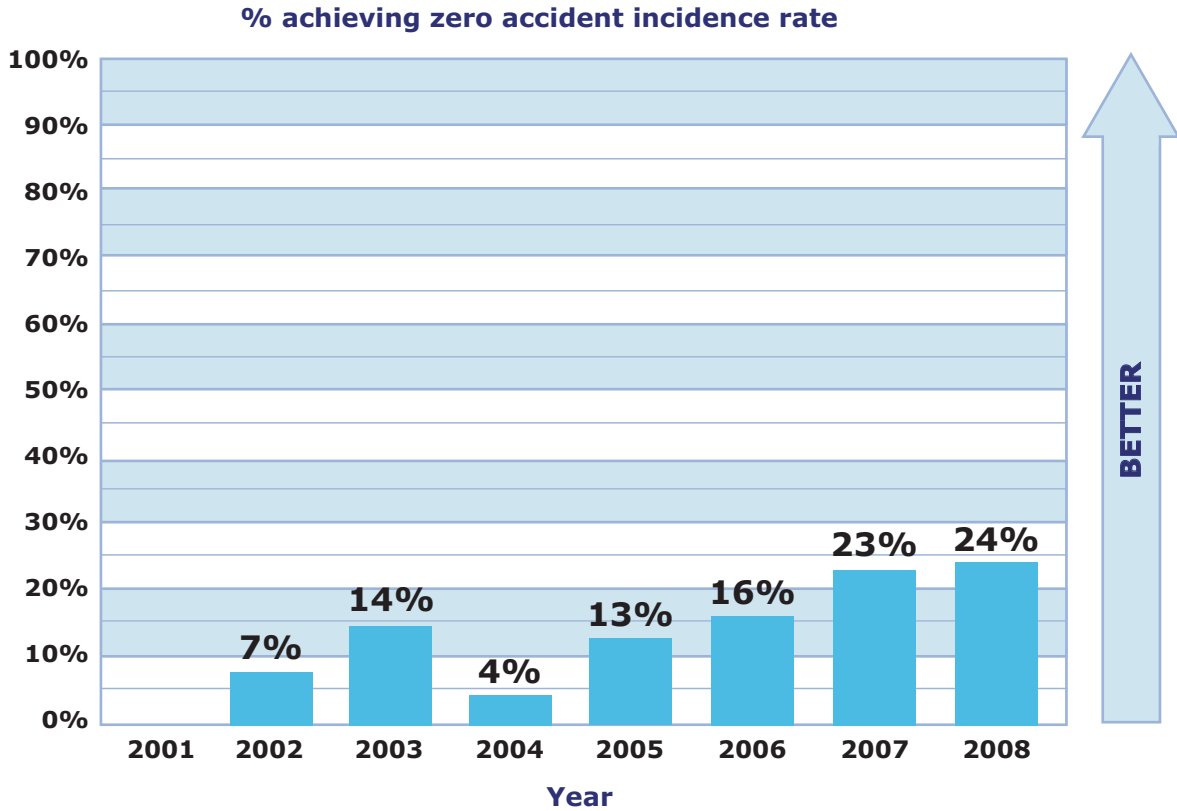
Current values deflated by the "All Construction Output Price Index" for the first year's KPI to arrive at constant values.

Safety - M&E Contractors - All Companies



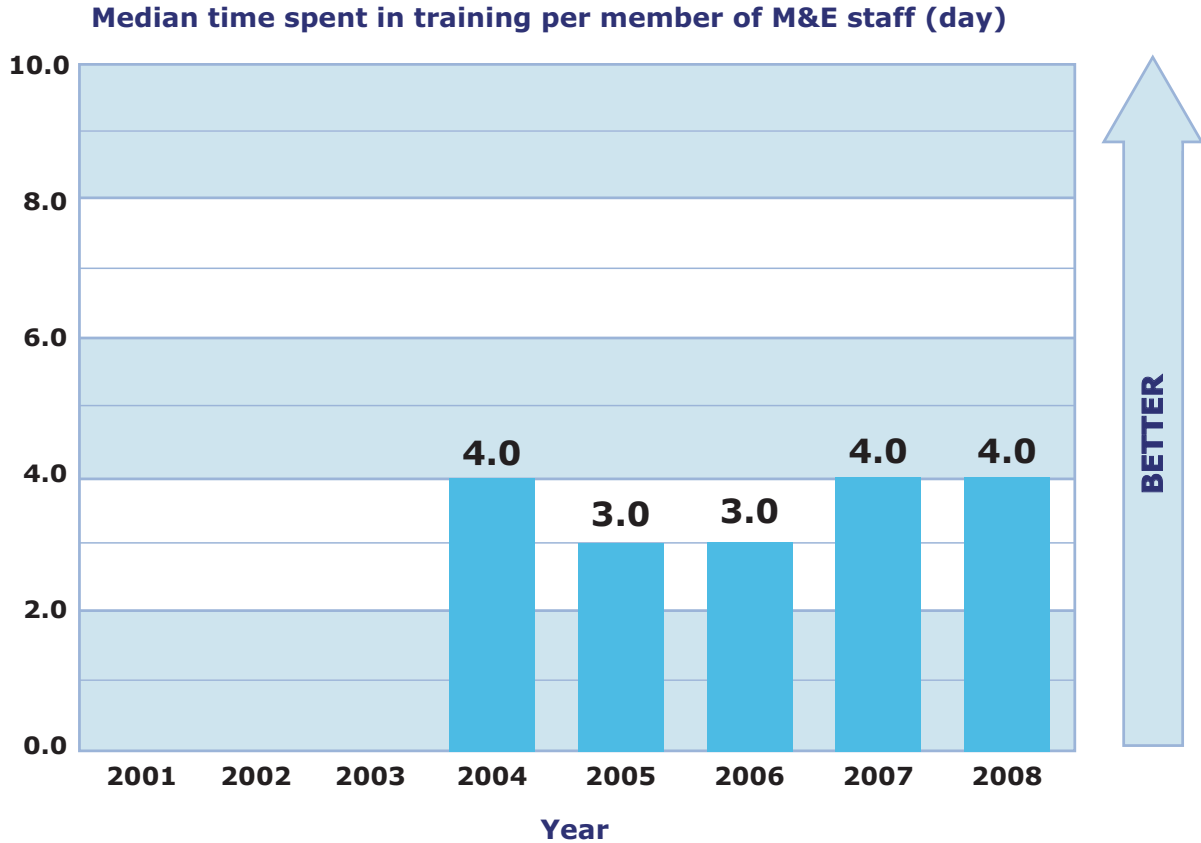
Based on company annual accident incidence rates collected in the BSRIA M&E Contractors Survey. From 2002 data has been adjusted for under reporting, therefore, direct comparison with 2001 is not valid.

Safety - Companies with 60 or more staff



Based on company annual accident incidence rates collected in the BSRIA M&E Contractors Survey. From 2002 data has been adjusted for under reporting, therefore, direct comparison with 2001 is not valid.

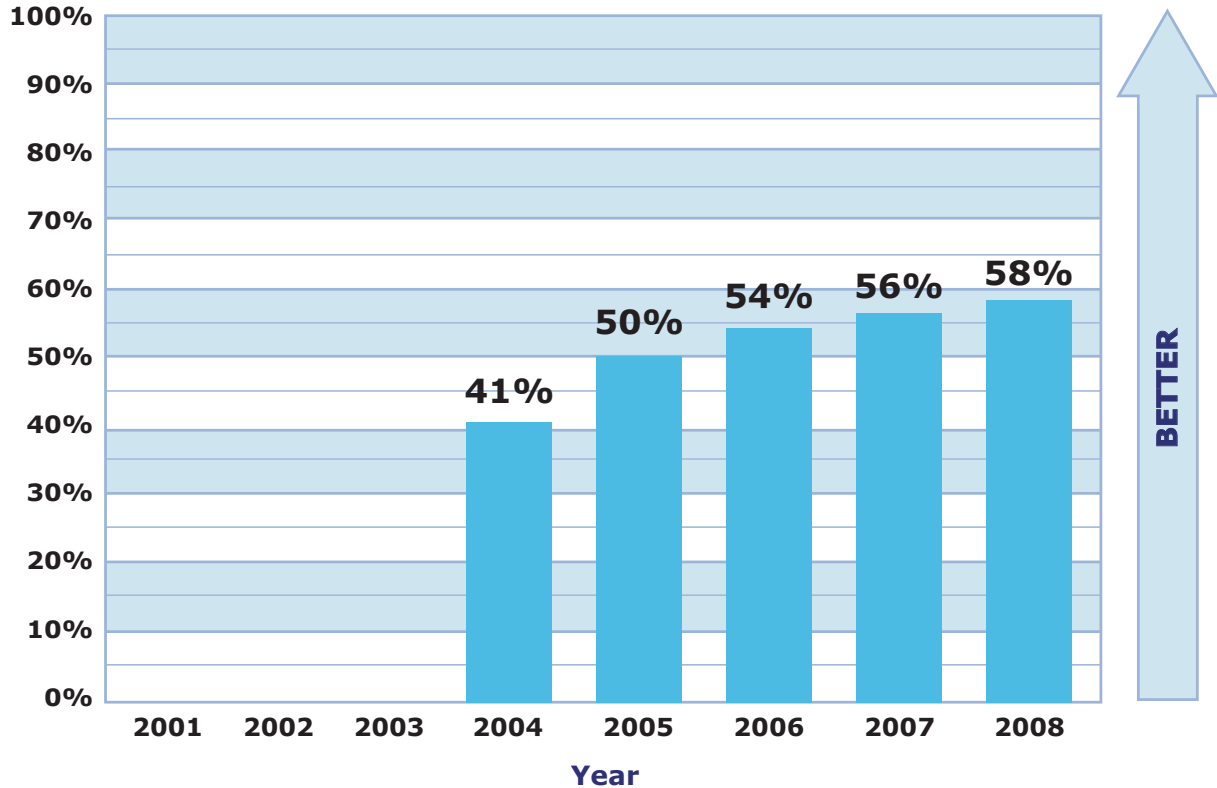
Respect for People - Training



Data not available before the first year shown.

Environmental Impact of Installation Process

% scoring 8/10 or better



Data not available before the first year shown.