

Key Performance Indicators

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Range of Indicators

- Cover all business activity
- Group into meaningful categories
- Cover field and office activities
- Use to drive important outcomes and behaviours
- Customers form views across all industries

Key Drivers

- Managing the Business
 - Customer requirements are a key input to investment and operating decisions
 - Monitoring performance against plans and others in the industry
- Regulation
 - Validate service levels in Price submissions
 - Basis for the price set
- Shareholder (State Government)
 - Consultation focus
 - Satisfied customers = happy shareholder

Listening to Customers

- Customers the real judge of our success
- Tend to be overlooked in monopoly industries
- Need to be continually asking for feed back
- What are their expectations?
- Are they satisfied with our performance?

Some Issues

- Definitions common across businesses on paper and in practice
- Relevant and meaningful in relation to major business drivers
- Auditing is a must
- Limited availability of audit skills

Major Benefits

- Competition by comparison has been a major driver of performance improvement
- Performance Improvement
 - “What gets measured gets done”
- Increased customer satisfaction

Conclusion

- Understanding customers and their expectations crucial to business success
- Performance standards based on these expectations will deliver the desired results
- Publicly communicating and committing to these standards helps produce performance improvement
- Improved Customer satisfaction is the outcome