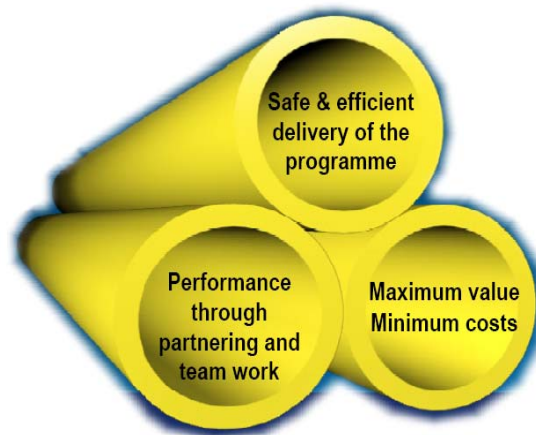


North West Gas Alliance

NWGA Aims Year On Year To:

- Remove the programmed length of qualifying mains during the Construction year on time and to budget
- Delivering this program safely, targeting zero injuries and incidents across the Alliance
- Continuously improving the organisation to ensure it remains energetic, responsive and meets the needs of customers and stakeholders alike
- Developing and implementing simple processes which comply with policies are easily understood and focused to support front line delivery
- Establishing one team, fully integrated and aligned in its objectives
- Bringing out the best in the team by enabling our people to add value in the roles they undertake



Our aims and objectives are clearly outlined in our Contractual Key Performance Indicators (KPI's). These KPI's drive all our systems, processes and targets on a year on year basis. These can be seen below

Our Key Performance Indicators

	Key Performance Indicator (KPI)	
H S & E	1.1	Safety Triangle Performance
	1.2	Frequency Rate of Electricity Cable Strikes
	1.3	SCO Audit Performance
	1.4	Resolving Pack/"As Built Drawings" Rejections
	1.5	Environmental Plan
	1.6	Utility Damage Triangle Grey KPI
Delivery Performance	2.1	Length of Mains Decommissioned
	2.2	Timely Pack Receipt into DS
	2.3	NRSWA Notice Closure Success Rate
	2.4	Financial Forecasting Accuracy
Quality & Standards	3.1	Customer Satisfaction Index
	3.2	Customer Triangle
	3.2	Number of Defects Received from H.A's
	3.3	Substantive Response to complaints
	3.4	Warning of Works to Customers & Public
People	4.1	DLO Resources versus Sub Contract
	4.2	% of Annual Performance Appraisals & Interim reviews complete
	4.3	Training
	4.4	Communication

Performance against these KPI's is monitored constantly; our Management team reviews them in line with the principles of 'Plan, Do and Review.

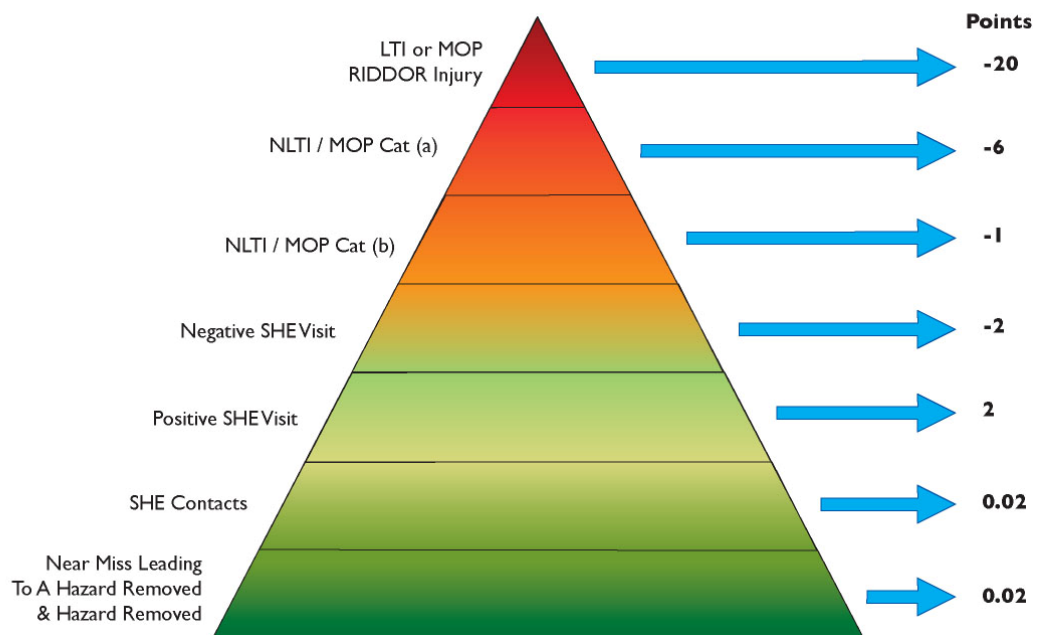
Plan, Do and Review



Key Tools

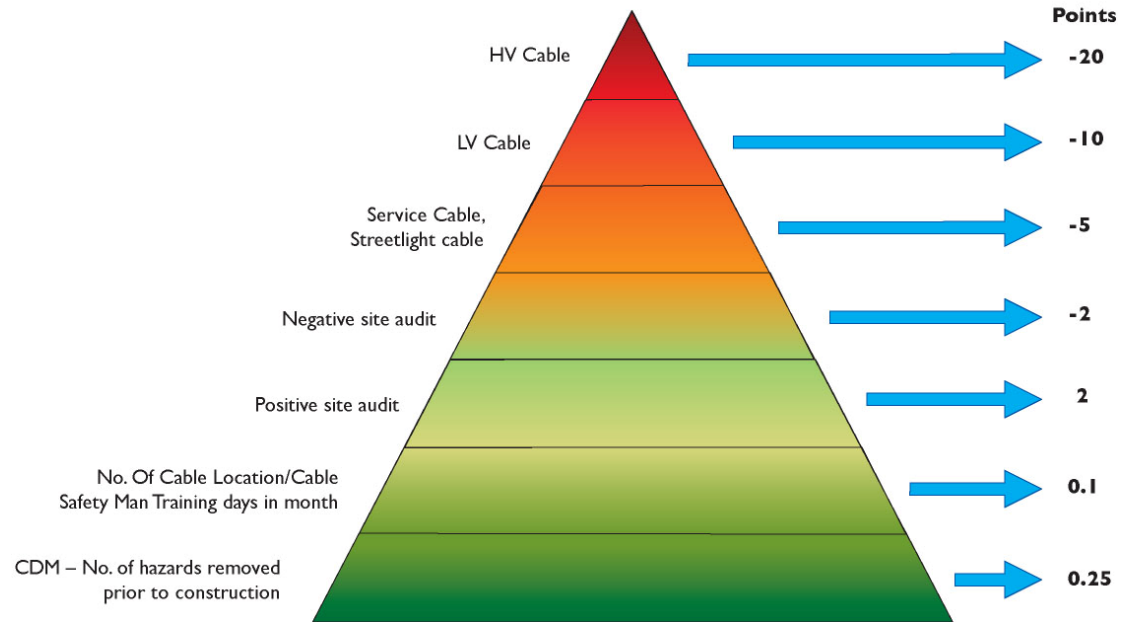
The Safety Triangle – aims to focus all staff and operatives on ensuring that they work safely and to ensure that we focus on pro active behaviors such as Hazard identification & removal to make sure our sites are safe for our employees and Members of the Public alike.

NWGA Safety Triangle



The Cable Safety Triangle – aims to focus all staff and operatives on activities which support the reduction of the risk associated with cable strikes. This is achieved through on going update and refreshers training, creation and issuing of Safety Alerts highlighting the dangers of damaging cables, and the importance of designing risks out of our works prior to commencement on site.

NWGA Cable Safety Triangle



The Customer Complaints Triangle – ensures that all NWGA staff implement processes and procedures which underpin high levels of customer performance. NWGA undertake on going training with all Staff and Operatives to ensure that we continuously improve performance in this key area.

NWGA Customer Complaints Triangle

