

Quality Performance Index Examples

Example of Development Phase QPI

QPI Metric	Client Project Programme Accepted	Lessons Learnt Captured	Client Requirements Captured	Stakeholder Management Plan Accepted	Procurement Strategy Accepted	Quality Verification Plan Accepted	QPI	QPI Ave
	0 IF <50% 1 IF >=50%&<75% 2 IF >=75%&<100% 3 IF = 100%	0 IF <50% 1 IF >=50%&<75% 2 IF >=75%&<100% 3 IF = 100%	0 IF <50% 1 IF >=50%&<75% 2 IF >=75%&<100% 3 IF = 100%	0 IF <50% 1 IF >=50%&<75% 2 IF >=75%&<100% 3 IF = 100%	0 IF <50% 1 IF >=50%&<75% 2 IF >=75%&<100% 3 IF = 100%	0 IF >30% 1 IF <=30%&>20% 2 IF <=20%&>10% 3 IF <=10%	Ave of KPIs	6 month rolling average Ave of KPIs
Project 1	3	2	3	2	1	1	2.00	1.25
Project 2	3	1	2	2	1	0	1.50	1.42
Project 3	3	2	3	1	1	1	1.83	1.67
Project 4	3	3	1	2	2	1	2.40	1.30
Project 5	3	3	0	2	2	1	1.83	1.09
Project 6	3	0	1	2	2	1	1.50	1.52
Project 7	3	2	2	2	3	1	4.33	0.33
Project 8	3	3	1	2	1	2	2.00	1.39
Project 9	3	3	3	3	3	3	3.00	2.50

Example of Construction Phase QPI

QPI Metric	ITP Management	MCR Management	Tideway Supervisor Inspections	Certification Management	Overdue NCR Management	Documentation Management	QPI	QPI Ave
Jun-19	0 IF >=1 3 IF =0	0 IF >=1 3 IF =0	0 IF <50% 1 IF >=50%&<75% 2 IF >=75%&<100% 3 IF = 100%	0 IF <50% 1 IF >=50%&<75% 2 IF >=75%&<100% 3 IF = 100%	0 IF >10% 1 IF <=10%&>5% 2 IF >=5%&>0% 3 IF = 0%	0 IF >30% 1 IF <=30%&>20% 2 IF <=20%&>10% 3 IF <=10%	Ave of KPIs	6 month rolling average Ave of KPIs
Project 1	3	0	1	0	0	1	0.83	1.11
Project 2	3	3	3	1	0	0	1.67	1.50
Project 3	3	0	3	0	0	2	1.33	1.56
Project 4	0	0	0	0	0	1	0.17	0.92
Project 5	3	3	N/A	0	0	1	1.40	1.19
Project 6	3	3	1	0	0	2	1.50	1.51
Project 7	N/A	N/A	N/A	0	0	1	0.33	0.33
Project 8	3	3	1	0	0	0	1.17	1.31
Project 9	3	3	3	3	3	0	2.50	2.50

The QPI a simple one page graphic that quantifies the quality performance of an organisation or project based on performance against a bespoke set of quality KPIs. It supports the analysis, understanding and measurement of both internal and external requirements.

When utilised across an organisation or project, it allows comparison of the quality culture/performance of the individual departments/sub-projects and can be used to benchmark quality performance and encourage continual improvement.

The QPI model can be used at all stages of the project life cycle, see examples attached.

Its simple traffic light based graphic report is ideal for use at top level management meetings.

Features and Benefits	
Benefit	Feature
Uses data that already exists with an organisation	I will work with the Client to analyse what data exists within the organisation and assess how reliable and robust that data is to support the QPI Model.
Identifies the best fit set of KPIs that support the organisations success criteria and desired quality culture.	I will work with the Client to understand the available data and identify which data sets best reflect the organisations needs and requirements for improvement measurement.
Ensures that the identified KPIs are weighted to support the organisations quality culture and improvement requirements.	I have great experience in working on construction projects with both Client and Contractor organisations and will use my experience to develop the optimum set of KPIs for the business.
The QPI model is ultimately flexible and can be easily adopted to reflect changing organisational needs.	I will work with the Client to regularly review the QPI Model to ensure it remains effective and efficient to the organisation's needs.
Quality Performance Index to provides one page visual evaluation of quality performance for use with senior management and at team meetings	I will work with the Client to provide the optimum QPI dashboard.
The QPI Model can be used to management quality performance and improvement at individual site, project or company level.	I will work with the Client to ensure the QPI Model supports their performance and improvement objectives.
The QPI model fully supports the application of the Progressive Assurance and Self-certification Models	The QPI Model can be effectively used to measure the effectiveness of and improvements generated by the employment of the Progressive Assurance and Self-certification Models.

