

# Water Company Performance

Survey Results 2008-09



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# kpi

Contractual Approach

Attitude

Professional Qualities

Impact on Supply Chain

Procurement

Following Policy

Communication

Partners and Contractors



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# Health Warning!

~140 responses

Subjective – no guidance given - snapshot

Not everyone works with everyone

Average of the best

Possibility of vindictive responses!



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# Contractual Approach

Payment

T & C of Contract

Being fair and reasonable

Allow sufficient time

Changing of mind



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# Attitude

Non-Adversarial

Co-operation

Flexibility

Respect & Civility

Spirit of partnering



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# Professional Qualities

Thoroughness

Accuracy

Technical competency

Timely actions

Objective decision making



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# Impact on Supply Chain

Involvement

Contribution

Competency

Wellbeing

Realistic profit-making



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# Procurement

The Tendering Process

Achilles UVDB & Verify

Risk & Innovation

Debriefing

Whole Life Cost



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# Following Policy

Health & Safety

Quality

Environment

Value for money

Are they adhered to?



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# Communication

Their Suppliers

Contractors and consultants

Other water companies



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# Partners/Main Contractors

Contractual approach

Professional Qualities

Impact on supply chain

Following Policies

Communication



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# 2008 Survey Results

## Headlines

Overall Average **down** from 7.1 to 6.0

Best scored KPI: following policy

Worst scored KPI: Procurement

Biggest KPI decline since 2007: Contractual Approach

Highest ranked company: Anglain water

Most improved company: Severn Trent, up 5 places

Least improved company: South West, down 9 places



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# League Table

Anglain Water	7.0
DCWW	6.9
Yorkshire Water	6.4
Severn Trent Water	6.4
Wessex Water	6.3
UU	6.2
Industry Average	6
Southern Water	5.9
Scottish Water	5.9
Northumbrian Water	5.8
South West Water	5.6
Thames Water	5.2
Northern Ireland Water Ltd.	4.7



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