What is SmartSite KPIs?

SmartSite KPIs is an online tool that lets you benchmark the performance of your projects against the rest of the construction industry using the established and nationally recognised Constructing Excellence construction KPIs. By measuring and comparing your project and organisational performance you can improve your productivity and demonstrate excellence.

Questions

How to use

1. Signing in to your company account
2. Add users
3. Add company performance data
4. Generate company KPIs
5. Add projects
6. Add project performance data
7. Generate performance KPI data
8. Bulk upload projects and project performance data

1. **Signing in to your company account** - Visit https://www.bresmartsite.com/kpi/ and enter your Username and Password. This will take you to your company homepage showing a list of all company projects. SmartSite KPIs is navigated using the navigation bar at the top of the page and left-hand side of the page. You can edit the information about your company by clicking on the Company Details item on the menu:
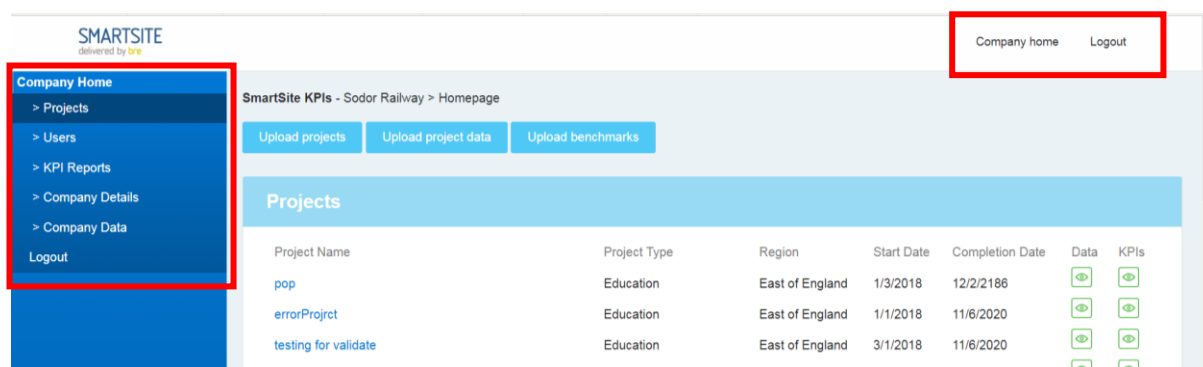

2. **Adding users** – Once you are logged in as an admin you can add users. If you are a user and you need to add more users please contact your company administrator.
To add Users: Click on the 'Users' on the left-hand side menu on the Company Home page. The list of company users is displayed and new users can be added by clicking on the 'Add Users' button at the bottom of the list. The users can be edited by clicking on 'edit' at the end of the user entry. There is a hierarchy of user levels with different access and permission rights. You will need to allocate each user a different username and password. Make sure you select the correct user level for any other users.

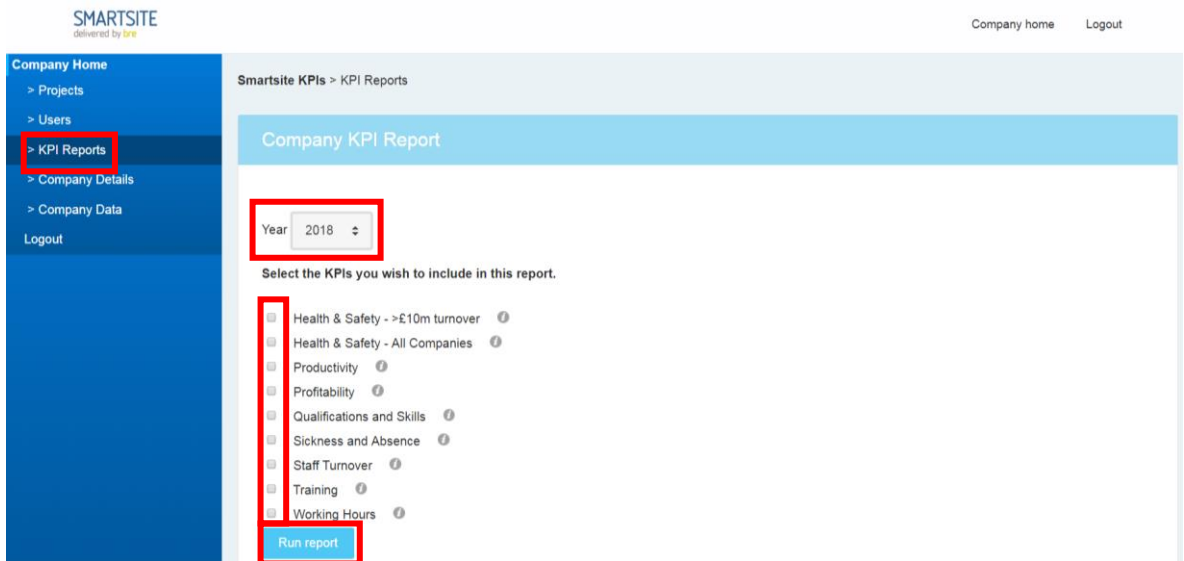| Title	SmartSite KPIs Guidance Document
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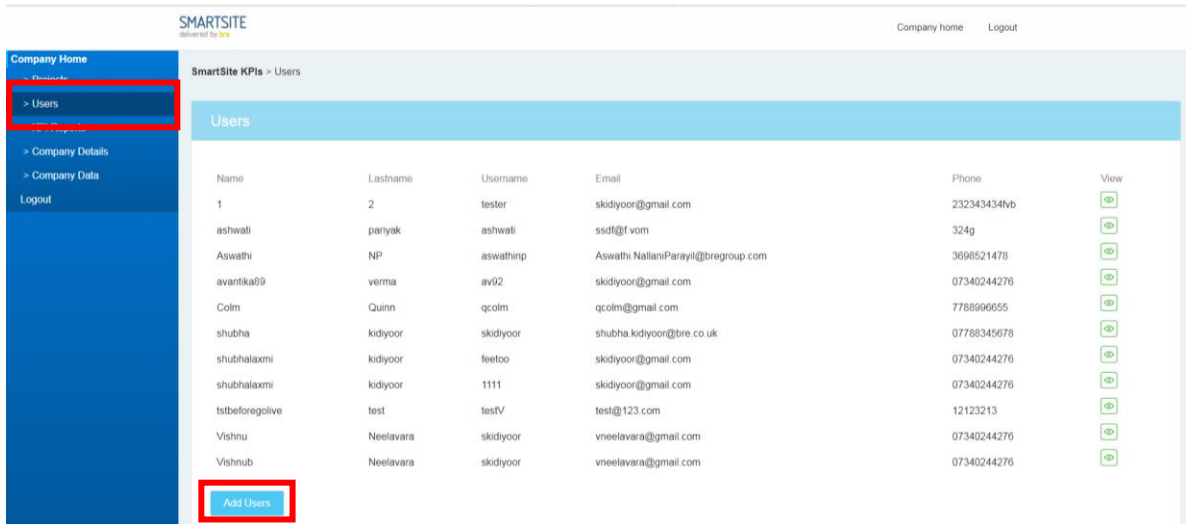
3. **Add company performance data –** To add company data select "Company Data" on the left-hand side menu. Select which year you are adding data for from the drop down menu at the top of the page and click Edit at the bottom of the page. If the year you are adding data for does not already exist select "Add data for another year". Add your data and click save.
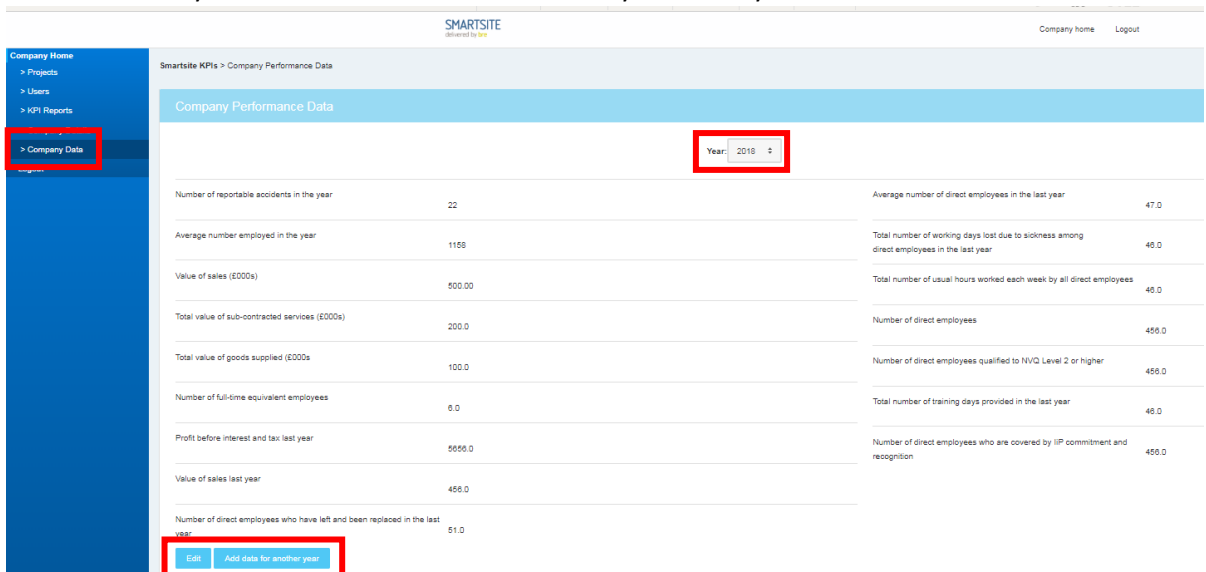

1. **Generate company KPIs** – to generate company level KPIs first ensure that you have entered company performance data, then select "KPI Reports" on the left-hand side menu while on the Company Home page. Select the year you want to run reports for using the drop down menu and tick the boxes for which KPIs you would like to include. For guidance on interpreting the results see Appendix 1: **Understanding your KPI results**

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5. **Add projects –** Add new projects by clicking on the "Add Project" button. You will then be able to add the meta data about the project such as its location and type. To add many projects at once via a spreadsheet template please refer to the "Bulk Upload" section below.
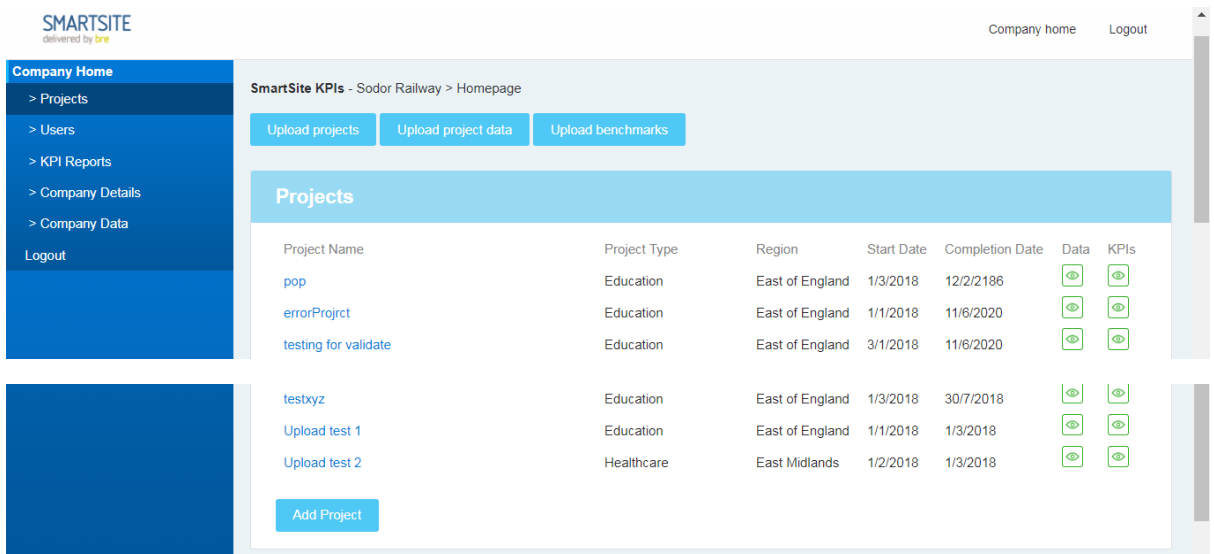
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6. **Add project performance data** – To add project performance data, which is essential to generate KPI results, either:

   a. From the Company Home page click on the "Data" icon next to the project then select edit at the bottom of the page

   b. From the Project page select "Project Performance Data" in the left hand menu and select edit at the bottom of the page

7. Generate KPI results – To generate KPIs, once the required performance data for that project has been entered:

   a. From the Company Home page click on the "KPI" icon next to the project then tick the boxes for the KPIs you want results for and then "Run report" at the bottom of the page

   b. From the Project page select "Project KPI report" in the left hand menu and then tick the boxes for the KPIs you want results for and then "Run report" at the bottom of the page

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8. **Bulk upload projects and project performance data** – To upload many:
   a. **Projects** – From "Company Home" click "Upload Projects", then download the blank Excel form. When you have filled out the details of your projects, upload the file and click "Upload Projects"
   b. **Project performance data** – First make sure the project you want to upload data for already exists on your account by adding it individual or as part of a bulk upload. Then from "Company Home" select "Upload project data" and download the blank Excel form. On the Excel form select each project from the drop down menu under the "Project Name" column and then add the performance data for that project to the corresponding row. When you have filled out the template, upload it via the same page. **NB if you upload project data it will overwrite existing data for that project.**

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Appendix

2. Understanding your KPI results

Once you have measured your performance and entered it, SmartSite KPIs compares it with industry data to find out your benchmark score. In the example below the performance is plotted on the vertical axis and the benchmark score on the horizontal axis.

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Client Satisfaction - Service
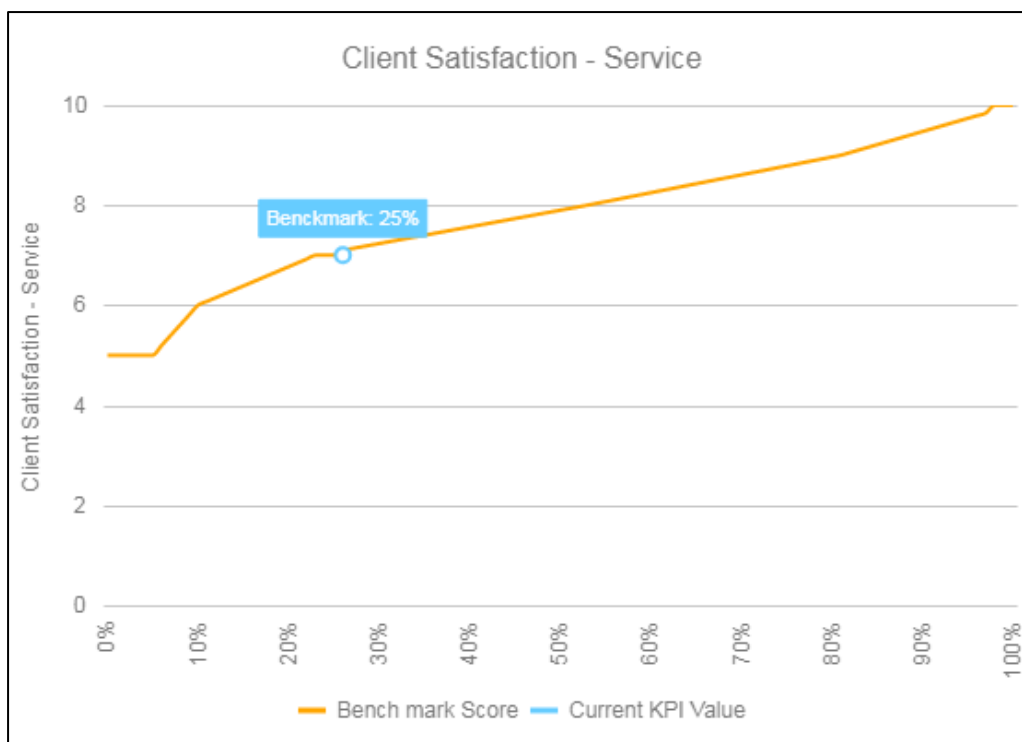
In this example, a client wishes to benchmark its satisfaction with the service received during a project. Its performance (7 out of 10) equates to a benchmark score of 25%. This means that 25% of project have achieved equal or lower Client Satisfaction with the service, and the remaining 75% have achieved higher client satisfaction than the example project.

3. **Key Project Stages**

Some of the KPIs have specific stages at which project data is collected. These stages are described below and shown diagrammatically.

A Commit to Invest

The point at which the client decides to invest in a project for an agreed budget, sets out the business requirements in a clients' brief and appoints and authorises the project team to complete the design. Early cost advice, feasibility studies, outline planning permission, planning appeals, land bank appraisals, etc, would normally be carried out *before* Point A was reached. *At* Point A, the client will normally know the contracted cost/time for the design process and the estimated cost and time for the construction process and will be committed to paying for the completed design.

B Commit to Construct

The point at which the client authorises the project team to start the construction of the project and has made the site available to the constructor. The timing of Point B can depend upon the type of procurement method employed. The design will not necessarily be complete at Point B. *At* Point B, the client will normally know the final time for the design process, the contracted cost for the design process and the contracted cost and time for the construction process and will be committed to paying for the completed design and the completed product.

C Available for Use

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The point at which the product is available for substantial occupancy or use. Point C may be *in advance* of contract completion, for example where ancillary work (e.g. landscaping) is completed after the product has been put to use. *At* Point C, the product will be available for the client to use. The client will normally know the final cost and time for the design and construction processes and the client will be committed to paying the final accounts for the completed design and the completed product.
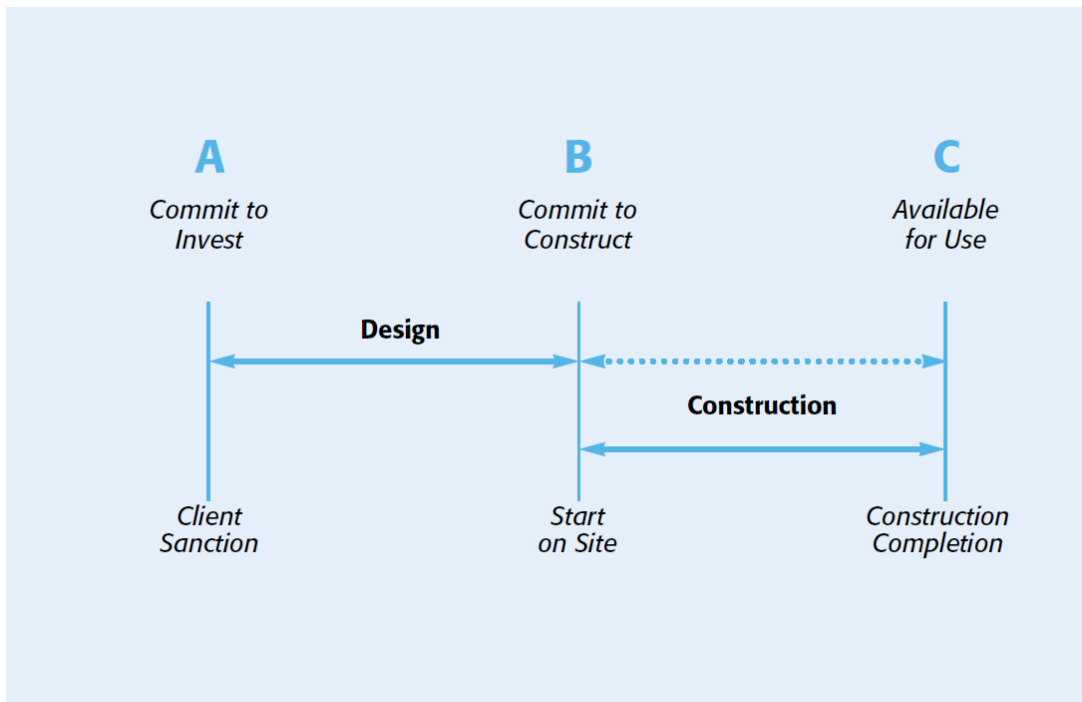
4. List of KPIs included

KPI	KPI level	Benchmark Data Source
Health & Safety - All Companies	Company	2018 UK Industry Survey
Investors in People	Company	2018 UK Industry Survey
Productivity	Company	2018 UK Industry Survey
Profitability	Company	2018 UK Industry Survey
Qualifications and Skills	Company	2018 UK Industry Survey
Sickness and Absence	Company	2018 UK Industry Survey
Staff Turnover	Company	2018 UK Industry Survey
Training	Company	2018 UK Industry Survey
Working Hours	Company	2018 UK Industry Survey
Client Satisfaction - Service	Project	2018 UK Industry Survey
Client Satisfaction - Value for Money	Project	2018 UK Industry Survey
Client Satisfaction-Product	Project	2018 UK Industry Survey
Commercial Vehicle Movements	Project	2018 UK Industry Survey
Contractor Satisfaction - Payment	Project	2018 UK Industry Survey
Contractor Satisfaction - Provision of Information	Project	2018 UK Industry Survey
Contractor Satisfaction	Project	2018 UK Industry Survey
Defects	Project	2018 UK Industry Survey

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Energy Use - Process	Project	BRE SmartWaste
Health & Safety - Project AFR	Project	Data currently unavailable
Health & Safety - Project AIR	Project	Data currently unavailable
Mains Water Use - Process	Project	BRE SmartWaste
Predictability Cost - Design	Project	2018 UK Industry Survey
Predictability Cost - Project	Project	2018 UK Industry Survey
Predictability Time - Design	Project	2018 UK Industry Survey
Predictability Time - Project	Project	2018 UK Industry Survey
Predictability Cost - Construction	Project	2018 UK Industry Survey
Predictability Time - Construction	Project	2018 UK Industry Survey
Variance Time - Construction	Project	2018 UK Industry Survey
Variance Cost - Project	Project	2018 UK Industry Survey
Variance Cost - Construction	Project	2018 UK Industry Survey
Variance Cost - Design	Project	2018 UK Industry Survey
Variance Time - Design	Project	2018 UK Industry Survey
Variance Time - Project	Project	2018 UK Industry Survey
Waste (Total amount) - Construction P rocess	Project	BRE SmartWaste

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