QUALITY PERFORMANCE INDEX (QPI) SUMMARY - 2022/23

RIGHT FIRST TIME METRICS (RFT)	RFI				Code 2, 3 and Un Coded Documents to be Returned Target <= 4%						DELIVERY OF CERTIFICATION COUNT DOWN TO ZERO RATE Target > 95% of Required Run Rate Per Period								NCR								CRAF	QPI		Rolling 6 Period	
	% of Overdue/Open Target <= 5%										Cumulative To Date				In Period				RFT4 Target >= 95%		NCR Closure Rate Target > 40%			% of Overdue/Open Target <= 5%								
Period 01 (01/04/22 to 30/04/22)	% of RFIs Overdue	Total Open	No. of RFIs Overdue	No. of RFIs Overdue > 60 days	No. of Code 2 Documents	No. of Code 3 Documents	No of Uncoded Documents	Total No. of Code 2, 3 and Un Coded Documents to be Returned	Total No.of Documents in a B	% Code 2, 3 and Un Coded Documents to be Returned	Total Certification Required	Total Certification Completed (Current Period)	Total Certification Completed	Total Certification To Go (Last period)	No. of Periods To Contract Completion	Required Run Rate Per period (Total to go/No of Periods to Contract	Actual Run Rate Achieved in Period	%Required Run Rate Achieved In Period	% NCRs Raised by Contractor	*Rolling 6 period Av.	% NCRs Closed, out of the total no. of overdue NCR's at the start of the period	Total no. of overdue NCR's at the start of the period	Total No of NCRs Closed In Period	% of NCRs Overdue	Total Open	No. of NCRs Overdue	No. of NCRs Overdue > 60 days	CRAF 2 Score	QPI - P01	Shift from last standing	Rolling 6 Period Average QPI	Rolling 6 Period Ranking
CXXX - Signalling System	0.0%	1	0	0	67	1	17	85	2547	3.3%	215	210	210	5	12	0	0	100.0%	N/A	N/A	None O/D	0	0	0.0%	1	0	0	2.33	2.47	▲	2.15	3
CXXX - Canary Wharf Station (Incl.CXXX)	100.0%	15	15	10	37	27	84	148	6635	2.2%	949	892	867	90	3	30	25	83.3%	100.0%	N/A	None O/D	0	2	0.0%	1	0	0	2.32	2.20	▲	2.19	2
CXXX -Comms and Controls Systems	50.0%	4	2	0	248	1	11	260	10724	2.4%	886	861	861	25	12	2	0	N/A*	100.0%	N/A	22.2%	9	2	66.7%	12	8	8	2.93	2.07	▼	2.20	1
CXXX - Traction Power	N/A	0	0	0	5	1	10	16	1479	1.1%	100	99	99	1	6	0	0	100.0%	N/A	N/A	0.0%	1	0	100.0%	1	1	1	2.53	1.83	▲	2.05	4
CXXX - Systemwide Main Works	100.0%	5	5	5	77	11	526	614	11369	5.4%	1341	1336	1336	5	11	0	0	100.0%	100.0%	100%	None O/D	0	0	14.3%	7	1	0	2.02	1.80	▼	2.04	5
CXXX - Paddington Station	100.0%	3	3	0	6	4	7	17	19615	0.1%	1410	1409	1403	1	1	1	6	600.0%	0.0%	50%	33.3%	9	3	100.0%	11	11	1	2.31	1.74	▲	1.68	9
CXXX - Platform Screen Doors	100.0%	1	1	1	13	2	1	16	1003	1.6%	110	108	108	1	6	0	0	100.0%	N/A	N/A	0.0%	2	0	50.0%	4	2	1	2.56	1.73	▲	1.85	7
CXXX - Plumstead Maintenance Facility	0.0%	0	0	0	7	4	4	15	3615	0.4%	269	266	266	3	2	2	0	0.0%	N/A	N/A	0.0%	1	0	100.0%	2	2	1	2.10	1.60	▼	1.82	8
CXXX - Whitechapel Station	100.0%	8	8	8	6	3	39	48	24139	0.2%	1383	1382	1382	1	1	1	0	N/A	N/A	75%	0.0%	1	0	100.0%	1	1	1	2.54	1.58	▼	1.96	6
CXXX - Bond Street Station (Legacy)	100.0%	7	7	7	280	71	69	420	13119	3.2%	740	740	740	1	14	0	0	100.0%	N/A	N/A	0.0%	9	0	100.0%	9	9	9	1.78	1.29	↔	1.44	10
CXXX - Bond Street Station (Incl.CXXX)	91.5%	82	75	64	297	23	331	651	4491	14.5%	1139	640	562	573	14	41	78	190.6%	93.7%	88%	41.4%	111	46	85.6%	160	137	58	1.15	1.08	↔	1.15	11
																												PROGRAMME (QPI TARGET: 2.00)	1.76	▼	YTD: 1.76	

Please Note:	**When ECP is completed the contract will show for 1 period then be removed from the QPI table**
N/A*	**All remaining certification is dependent on Bond Street Station completion works**
Notes	1) The QPI score is calculated by using a 50% weighting of the periodic RFT metrics scores and a 50% weighting of the CRAF 2 score. 2) When CRAF actions are verified as complete extra points will be awarded as follows : 25% (0.25 pts), 50% (0.50pts) %, 75% (0.75pts), 80 % (0.80pts) , 85 % (0.85pts), 90% (0.90pts), 95% (0.95pts) and 100% (1.0pts). The extra points will be added to the original CRAF score and for those Contracts that have been awarded extra points the CRAF score will be shown in white text 3) If a Works Information Vol 2B Clause 20.9 Defective Quality Management System notice is issued the QPI score for the period in which it was raised will be reduced by 25%

C650 have 3 or more 'N/A's of the periodic metrics and excluded from the above table and the 'Rolling 6 period average' QPI score also registered as 'N/A'.

***Rolling 6 period Av.**	**For any particular Contract if 3 or more Not Applicable (N/A) scores make up the 6 period rolling score then the *Rolling 6 period average' is marked as N/A. This is to avoid potentially giving an unfairly negative 6 period score when it is unwarranted.**

CRAF 2 Actions completed and verified as closed

	25% - 49% of actions Closed					50% - 74% of actions Closed					75% - 79% of actions Closed					80% - 84% of actions Closed					85% - 89% of actions Closed				90% - 94% of actions Closed			
Identified CRAF2 actions completed and verified as closed (Updated CRAF score in bold white) (Increase for this period shown in red)																												

	95% - 99% of actions Closed					100% of actions Closed				
Identified CRAF2 actions completed and verified as closed (Updated CRAF score in bold white) (Increase for this period shown in red)										

Learning Legacy Document