



**KEY  
PERFORMANCE  
INDICATOR**

**Remang Offshore Supplies Sdn Bhd**

## KEY PERFORMANCE INDICATORS

### INTRODUCTION

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Remang Offshore Supplies Sdn Bhd, as part of its improvement plan has taken the concept of the Key Performance Indicator (KPI) developed in the engineering sector as a measure of performance outcomes, and has adapted it to measure the outcomes in its Catering and Associated Services environment.

To be accepted as a realistic measure of outcomes, these KPI's have been tailored to be as objective as possible. These KPI's are reviewed monthly and averaged quarterly to ensure that all our objective and targets are met, particularly our HSE-Management System targets.

With this in mind, the measurement of our performance for the Catering and Associated Services Contract are grouped under three (3) main categories, which are further sub-categorised into six (6) Key Performance Indicators:

- φ **HEALTH, SAFETY & ENVIRONMENT**
  - KPI. 1 - Health, Safety & Environment
  
- φ **SERVICE DELIVERY**
  - KPI. 2 - Catering Services
  - KPI. 3 - Housekeeping Services
  - KPI. 4 – Camp Boss Competency
  
- φ **CONTRACTOR MANAGEMENT PERFORMANCE**
  - KPI. 5 - Management of Services Provided
  - KPI. 6 - Management Participation

## 1. What Do We Measure

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Whilst it is possible to adopt a number of measures for our contract performance, only the relevant outcomes which have a direct bearing on our HSE-Management System have been considered, therefore, those that will be measured are:

- φ Health, Safety and Environment;
- φ Service Delivery;
- φ Contractor Management Performance.

## 2. How Do We Measure

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### 2.1 Health, Safety and Environment

How effective is Remang Offshore Supplies Sdn Bhd meeting the objectives of its Health, Safety and Environment-Management System (HSE-MS)? What is the actual safety performance of the site? Therefore the safety performance measures include:

- φ Fatalities;
- φ Accidents leading to LTA
- φ Lost Time Incidents due to injury;
- φ Lost Time Incidents due to damage to property;
- φ Good Personal Hygiene practices;
- φ Food Poisoning Incident;
- φ Proper handling and storage of chemicals;
- φ Hazard Identification and Correction;
- φ Regular safety meetings and close out of action items;
- φ Safe Food Handling and Medical Validity;
- φ Occupational, Health & Safety (PPE & Uniforms);
- φ Waste management.

### 2.2 Service Delivery

Our Services are broken down into:

- φ Catering;
- φ Housekeeping;
- φ Camp Boss Competency.

Each of these services requires the establishment of KPI's that are appropriate for measuring the particular service delivery outcomes, such as:

### - Catering Services

The only way to measure our catering performance is by obtaining the general customer reactions. Although, individual reactions to catering can be emotional and subjective, we believe that by framing a series of objective questions about the catering service and requesting the Client's Representative or his designate each month to rate us, a real measure of catering performance can be achieved.

### - Housekeeping Services

Key measures of this type of service delivery involve inspection, plus timely identification and correction. Monthly inspection of facilities such as kitchen, dining hall, in-house chillers and freezers, dry stores, offices, accommodations and other facilities will be carried out. Performance will be measured by identifying the level of pro-activity of the Caterer in identifying, planning, logging and arranging for correction and inspection of completed works.

A daily/weekly housekeeping cleaning schedule roster will be maintained as the basis of its housekeeping management system and performance.

### - Camp Boss Competency

The measurement of our Camp Boss competency is somewhat subjective but can be successfully achieved through the periodic KPI review meeting process, through an assessment of actual performance as jointly agreed by the Remang Offshore Supplies Sdn Bhd and its Client's Representative or his designate. Assessment will be based on a number of key aspects such as:

- φ Pro-activeness and flexibility
- φ Time Management;
- φ Cold Storage Temperature Monitoring;
- φ Menu Planning;
- φ Stock Control;
- φ Communication with client and employer;
- φ Recognize and Value Staff;
- φ Minimize staff turnover and ensure continuity in the workplace;
- φ Strive to improve catering & housekeeping standards.

## 2.3 Contractor Management Performance

To meet the objectives and targets of our HSE-MS it is imperative for Remang Management to not only actively participate in the daily running of our catering operations but also demonstrate visible commitment, which among others, include:

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- φ Management commitment to HSE standards;
- φ Management command responsibility;
- φ Timely submission of reports and action items closed-off;
- φ Visible Management support and cooperation;
- φ Daily staff manning level;
- φ Food and Material supplies delivery;
- φ Food and Cleaning Material Storage and Inventory Control;
- φ Food and Material delivery (adequate stock at worksite at all times).

### 3. How Do We Score

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Having achieved a basis for measuring the three key outcomes, these measures will be aggregated to achieve an overall score. Moreover, to properly prorate the aggregating process according to the order of priority of the activity, weighting has been assigned for each of the outcomes, such as:

HSE	50%
Service Delivery	30%
Management	20%

As can be seen from the above weighted scores, HSE carries the most weight, which clearly indicates Remang Offshore Supplies Sdn Bhd's commitment to the Health, Safety, Security and Environment issues.

Although the accepted satisfactory score in the Catering Industry is 70%, we at Remang Offshore Supplies Sdn Bhd, in our quest to improve our service performance standards, have set our target overall score at 85%. Rest assured we will not be complacent, and will strive for even greater heights.

### 4. Summary KPI's

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As part of Remang Offshore Supplies Sdn Bhd's contribution to enhance its services and to ensure that all activities are measured, we have expanded the basic Catering Industry KPI's by incorporating our own KPI's, which are measured and graphed each month.

At each month end the Client's Representative or his designate gives the ratings and scores and returns the accomplished KPI to the Management of Remang Offshore Supplies Sdn Bhd for assessment, review, and corrective action to be taken on any area found not complying to set standards