



**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 & Laundry 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 Safety Trainings, 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 and Laundry;
- 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**

The only way to measure our catering performance is by obtaining the general resident 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 and Laundry**

Key measures of this type of service delivery involve inspection, plus timely identification and correction. Monthly inspection of facilities such as kitchen, stores, in-house chiller and freezer, rooms, toilets and bathrooms, laundry, etc 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 and laundry log will be maintained as the basis of its housekeeping and laundry 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 and laundry standards.

## **2.3 Contractor Management Performance**

To meet the objectives and targets of our HSE-MS it is imperative for the onshore 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 Scheduling of crew and crew change;
- φ Food and Material shipment scheduling;
- φ Food and Cleaning Material Storage and Inventory Control;
- φ Food and Material delivery (No Missed Shipments);

### 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, HSSE 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 strive 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 at the worksite 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 the areas found wanting.

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**KPI Summary**

**Location:** \_\_\_\_\_

**Period:** \_\_\_\_\_

Key Performance Indicators	MONTH			Overall Average
KPI. 1 - Safety, Health & Environment				<b>0%</b>
KPI. 2 - Resident (POB) Satisfaction				<b>0%</b>
KPI. 3 - Housekeeping & Laundry				<b>0%</b>
KPI. 4 - Camp Boss Competency				<b>0%</b>
KPI. 5 - Management of Services				<b>0%</b>
KPI. 6 - Management Participation				<b>0%</b>
<b>Weighted Average % Score</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**Target Minimum Average Score: 85%**

Range	<50%	50%-69%	70%-80%	81%-90%	90%>
Score	Poor	Average	Satisfactory	Very Good	Excellent

Weighted Scores	
KPI. 1	- 50%
KPI. 2, 3 & 4	- 30%
KPI. 5 & 6	- 20%

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**KPI. 1 - Health, Safety & Environment**

Location: \_\_\_\_\_

Month: \_\_\_\_\_

Performance Audit Areas	Caterer & Client assessment	Comments
<b>Occupational Health and Safety</b> - Required Personal Protective Equipment (PPE) and uniforms provided to all staff and maintained in good usable condition.		
<b>Food safety Programme</b> - The receipt, storage, defrosting, preparation, cooking, & display of all food conducted in accordance to established Food Safety Standards.		
<b>Health &amp; Hygiene</b> - Healthy practices and good personal hygiene complied by all staff.		
<b>Safety Toolbox Meetings</b> - Daily 5-minute toolbox meetings held with safety issue of the day taken-up as a priority. Minutes taken and submitted to Client. Any outstanding issues raised and actioned as a priority.		
<b>Safe working practices and procedures</b> - All staff observed to be always safety conscious following safe working practices and procedures, usage of PPE where required and NO SHORT CUTS taken.		
<b>Detergents, Chemicals and Solvents.</b> Inventory of all chemicals together with MSD sheets on each chemical in place and available to all staff. Proper handling and storage of chemicals followed.		
<b>FOOD POISONING</b> - No Food Poisoning incident.		
<b>Waste Management</b> - Proper procedures on segregation and disposal of waste complied.		
<b>Hazard ID</b> - All staff actively participating in submission of Hazards observed and corrective actions taken.		
<b>Safety Trainings, Medicals &amp; Safe Food Handling Validity</b> - All staff Safety Trainings, Medicals and Safe Food Handling certificates currently renewed & valid.		
<b>Average % Score</b>	<b>0%</b>	

Agreed By Caterer Rep: \_\_\_\_\_

Range	<50%	50%-69%	70%-80%	81%-90%	90%>
Score	Poor	Average	Satisfactory	Very Good	Excellent

Rated By Client Rep: \_\_\_\_\_

**KPI. 2 - Resident (POB) Satisfaction**

Location: \_\_\_\_\_

Month: \_\_\_\_\_

Area	Criteria	Client Assessment	Comments
<b>Breakfast</b>	Variety		
	Presentation		
	Flavour / Taste		
	Quality of Produce		
<b>Lunch and Dinner</b>	Variety		
	Presentation		
	Flavour / Taste		
	Quality of Produce		
<b>AM and PM Snacks</b>	Variety		
	Presentation		
	Flavour / Taste		
	Quality of Produce		
<b>Bakery Products</b>	Variety		
	Presentation		
	Flavour / Taste		
	Quality of Produce		
<b>Catering Deliverables</b>	Quantity of Food		
	Condiments & Sauces		
	Dining Room		
<b>Accommodation</b>	Room Cleaning		
	Laundry Service		
	Issues & Defects Rectified		
<b>Operator Management</b>	Courtesy & Service		
	Competency		
	Consistency		
	Issues Resolution		
	Site Cleanliness		
	Communication		
<b>Average % Score</b>		<b>0%</b>	

Rated By Client Rep:

Range	<50%	50%-69%	70%-80%	81%-89%	90%>
Score	Poor	Average	Satisfactory	Very Good	Excellent

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**KPI. 3 - Housekeeping & Laundry Services**

Location:

Month:

Performance Audit Areas	Caterer & Client assessment	Comments
<b>Kitchens</b> - Equipment and all surface areas maintained in a hygienic condition at all times. Garbage Bins emptied & relined after every meal. Garbage bins with lids and always kept closed.		
<b>Floors</b> -All floors swept, mopped and sanitised at least once per shift, spillages cleaned immediately. Old wax stripped and reapplied as required		
<b>Walls, Doors, Windows &amp; Ventilation Ducts</b> - Wiped clean/dusted weekly or as necessary, windows spot cleaned & doors checked for greasemarks.		
<b>Toilets &amp; Bathrooms</b> - Complete daily cleaning, washing, sanitizing, spot cleaning of fittings, mirrors wiped. Bathroom walls scrubbed weekly or as necessary.		
<b>Messes and Dining rooms</b> - Clean crockery, cutlery, glassware, counters and fittings, furniture, floors, walls, windows.		
<b>Accommodation</b> - Sweep and mop rooms, straiways and passages, spot clean, dust furniture, change linen weekly or as required.		
<b>Laundry &amp; Change Room</b> - Complete daily cleaning service to Laundry and Change room facility. Items and equipment properly arranged. Change room grease marks wiped clean as required.		
<b>Office Cleaning</b> - All offices daily swept, cleaned, mopped, telephone units cleaned & sanitized, floors stripped & waxed as necessary.		
<b>Garbage Collection</b> - All Bins in Living Quarters emptied daily, bins relined, recycling to occur. Garbage segregation procedures followed.		
<b>Inhouse Freezers, chillers and Dry store</b> - Weekly Cleaning or as necessary. All items properly stacked/stored.		
<b>Recreation room &amp; Gymnasium.</b> Monitor condition of all recreational & exercising equipment provided by the Client. Sweep, mop & clean floors and equipment.		
<b>Average % score</b>	<b>0%</b>	

Range -	<50%	50%-69%	70%-80%	81%-90%	90%>
Score	Poor	Average	Satisfactory	Very Good	Excellent

Agreed By Caterer Rep: \_\_\_\_\_

Rated By Client Rep: \_\_\_\_\_

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**KPI. 4 - Camp Boss Competency**

**Location:** \_\_\_\_\_ **Month:** \_\_\_\_\_

Performance Audit Areas	Caterer & Client assessment	Comments
<b>Time Management.</b> Effective use of time management skills evident in day to day operation of the workplace. No back-log of work or issues raised needing rectification.		
<b>Temperature Monitoring.</b> Temperatures of Freezers/Chillers/Food Warmers are monitored daily and recorded in logbook		
<b>Menu planning</b> - Good Menu Planning inclusive of healthy food promotion.		
<b>Stock Control</b> - Maintain proper stock control & FIFO system implemented. Maintain 2 weeks minimum stock and continuous availability of essential items onboard. All stock within 'Use By' dates.		
<b>Spot Checks</b> - Is consistent with his regular rounds of the Living Quarters and carries out spot checks to ensure that his staff are performing their assigned duties as per procedure and requirement.		
<b>Food Container &amp; Supplies Q/A &amp; Q/C Report</b> - Proper accomplishment of ' Quality Assurance & Quality Control Report' upon receipt of supplies at offshore location.		
<b>Communication - Client</b> - Good rapport with all client's staff, other contractors and visitors. Always open to improvements and suggestions of client.		
<b>Communication - Company.</b> Communication channels open and ongoing at all times.		
<b>Good rapport with staff. Recognise and Value Staff.</b> Recognise that individuals are different and draw on their strengths to maximise team success. Celebrate both individual and team success		
<b>Proactiveness.</b> Proactive approach to ensuring Client Visions and Values are adopted throughout the workforce.		
<b>Strive for ever improving quality</b> - Camp Boss is diligent and proactive. Displays positive attitude to improve quality of overall service performance.		
<b>Average % score</b>	<b>0%</b>	

Agreed By Caterer Rep: \_\_\_\_\_

Rated By Client Rep: \_\_\_\_\_

Range -	<50%	50%-69%	70%-80%	81%-90%	90%>
Score	Poor	Average	Satisfactory	Very Good	Excellent

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**KPI. 5 - Management of Services**

**Location:** \_\_\_\_\_ **Month:** \_\_\_\_\_

<b>Performance Audit Areas</b>	<b>Caterer &amp; Client assessment</b>	<b>Comments</b>
<b>Crew</b> - No changing or shortage of crew and 'NO ABSENTEEISM' during crew change.		
<b>Shipment Schedule</b> - Procure, supply and transport of food provisions and material. Client Supply vessel schedules fully utilized and no missed shipment.		
<b>Asset Integrity</b> - All containers and lifting tackles utilized are certified as per acceptable standards and within validity dates. Food containers are in good physical condition.		
<b>Functional Integrity of Food Containers</b> - All food containers utilized confirmed to be functioning properly with food supply arriving at location in good acceptable condition.		
<b>Food &amp; Cleaning Material Storage &amp; Inventory Control</b> - Periodical audits conducted at Offshore Location to ensure proper food & material storage & inventory control, First-In-First-Out system implemented and followed and all food items with valid 'Use By' dates.		
<b>Food &amp; Material delivery</b> - Food & Material delivery followed as per requisition order by offshore location.		
<b>Average % score</b>	<b>0%</b>	

Agreed By Caterer Rep: \_\_\_\_\_

Rated By Client Rep: \_\_\_\_\_

Range -	<50%	50%-69%	70%-80%	81%-90%	90%>
Score	Poor	Average	Satisfactory	Very Good	Excellent

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**KPI. 6 - Caterer Management Performance  
( Management Participation)**

**Location:** \_\_\_\_\_ **Month:** \_\_\_\_\_

Performance Audit Areas	Caterer & Client assessment	Comments
<b>Participation &amp; Commitment</b> -Visible Management participation and commitment to HSE statements at highest levels		
<b>Visits</b> -Periodical Management visits to the Offshore worksite		
<b>Reports</b> - Timely submission of reports and prompt follow-up/closing the loop of actions required		
<b>Responsibility</b> - Accept the Responsibility at all times for the well being of the Company, team members, and others in the workplace		
<b>Accountability</b> - Accept at all times the responsibility of managing and minimising the environmental impacts of ones actions.		
<b>Teamwork</b> -Work together to create an environment of honesty, fairness and respect, encouraging each other to take advantage of opportunities to develop to their full potential.		
<b>Client Relationship</b> - Maintain open, timely and relevant transfer of information throughout the workplace and community to facilitate continued successful relations and informed decision making		
<b>Pro-activeness</b> - Proactive in understanding the point of view and meet the needs, wants and capabilities of its client		
<b>Average % score</b>	<b>0%</b>	

Range -	<50%	50%-69%	70%-80%	81%-90%	90%>
Score	Poor	Average	Satisfactory	Very Good	Excellent

Agreed By Caterer Rep: \_\_\_\_\_

Rated By Client Rep: \_\_\_\_\_