

Capacity's Key Performance Indicators

Category 6 – Organisation / Process

Outcome: Capacity is a centre of excellence for managing water services, with a robust policy and procedure framework and a reputation for continuous improvement.

No.	Indicator	Definition
24	Achieve key milestones in emergency management planning	<i>Milestones relate to achievement of agreed actions in Capacity 3-water Emergency Management Plans (EMP) as included in Annual Work Programme (AWP). If a council does not have an EMP, then the milestones relates to those milestones set out in the AWP.</i>
25	Meet agreed deadlines and requirements for asset management plans	<i>As provided for in the AWP or, for AMPs for which a due date or timeframe is not specified, the date agreed with Capacity as the date by which an AMP is required to be provided.</i>
26	Maintain ISO 9001 2008 accreditation	
27	Meet shareholder reporting requirements	<i>As provided for in the contract document or AWP or, for reports for which a due date or timeframe is not specified in the contract document, the date agreed with Capacity as the date by which a report is required to be provided.</i>