Service Delivery Metrics Quick-Start Guide

This guide represents the short list of Service Delivery performance indicators that EAB recommends Facilities leaders track. The list draws from the comprehensive list of metrics found with full definitions across the previous pages.

Work Order Efficiency

1. Average time to complete work order requests by priority code
2. Average age of open work orders
3. Percentage of work orders open for 21 days or more
4. Ratio of number of preventive maintenance work orders to service calls

Customer Satisfaction

5. Average number of too hot/too cold calls per building
6. Average number of elevator service calls per elevator
7. Average post-work order satisfaction score
8. Percentage of customer-requested projects completed on time
9. Percentage of customer-requested projects completed on or under budget
10. Percentage of customers satisfied or very satisfied
11. Average APPA campus cleanliness rating
12. System runtime reliability percentage

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