

KPIs for T Denman and Sons Ltd



T Denman & Sons is a family-owned business established in 1880 with a long track-record of successful delivery to its clients. Turnover is around £10m per annum in three main areas:

- Main contracting (projects up to £3m)
- Speculative housing
- Small works (refurbishment, repairs and maintenance)



Denman decided to implement formal performance measurement and benchmarking to meet the needs of their increasingly demanding clients.

Martin Print of Amazia facilitated the process which included:

- Management workshop to understand the principles of performance measurement and benchmarking
- Development of data collection forms
- Establishment of a KPI results database
- Analysis and reporting results to senior managers highlighting strengths and improvement opportunities.
- The KPI implementation was completed in six days consultancy spread over four months, allowing Denman time to try out the new data collection process on live projects.

"I found the KPI sessions very informative - they dispelled the myth that this could be a hugely time consuming exercise. The way we have set the system up makes it easy to use and the clearly formatted feedback shows us what we need to be addressing."

**Mark Denman,
Managing Director,
Denman Builders**

If you would like further information about implementing a KPI system in your organisation, contact: **Martin Print**

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