

## RRUK Theme B Workshop

# PERFORMANCE MEASUREMENT AS A DRIVER FOR SYSTEM IMPROVEMENT

19<sup>th</sup> January IMechE

# Picking the topics that impact most on Whole System Performance

- Many aspects of railway performance currently measured by KPI's...up to the Public Performance Measure of train delays
- OK..."if you can't measure it, you can't manage it" etc; but what do they tell us about how to improve the system?
- Can we decompose the measures to get to the engineering underneath and spot the areas most amenable to improvement by focussed research?
- And, in passing, can we see if many of them don't really measure the same things or at least feed into each other?

# We measure all sorts of things...each with serious intent...

Period 13 - 2004/05

**Delay Incidents:** Number of infrastructure train delaying incidents.

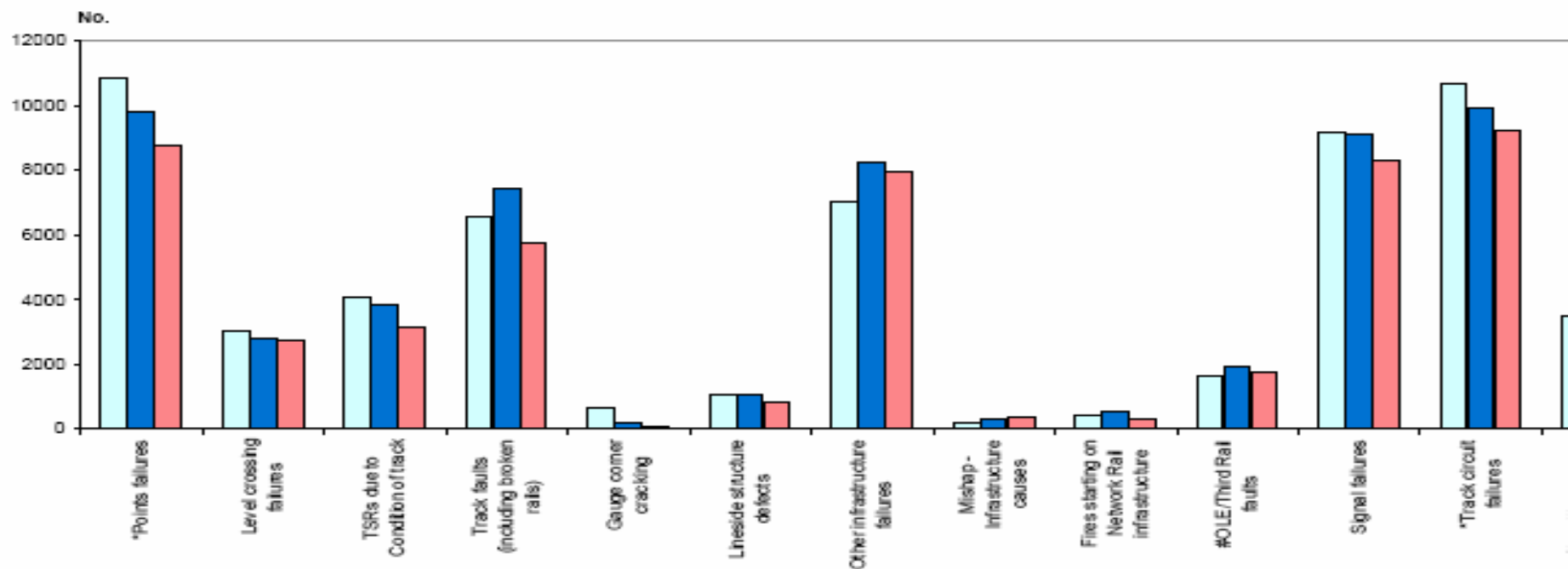
**Description:** Year to date number of infrastructure coded (18 specific PfPI codes) train delaying incidents (and

**Targets:** Year on Year Improvement

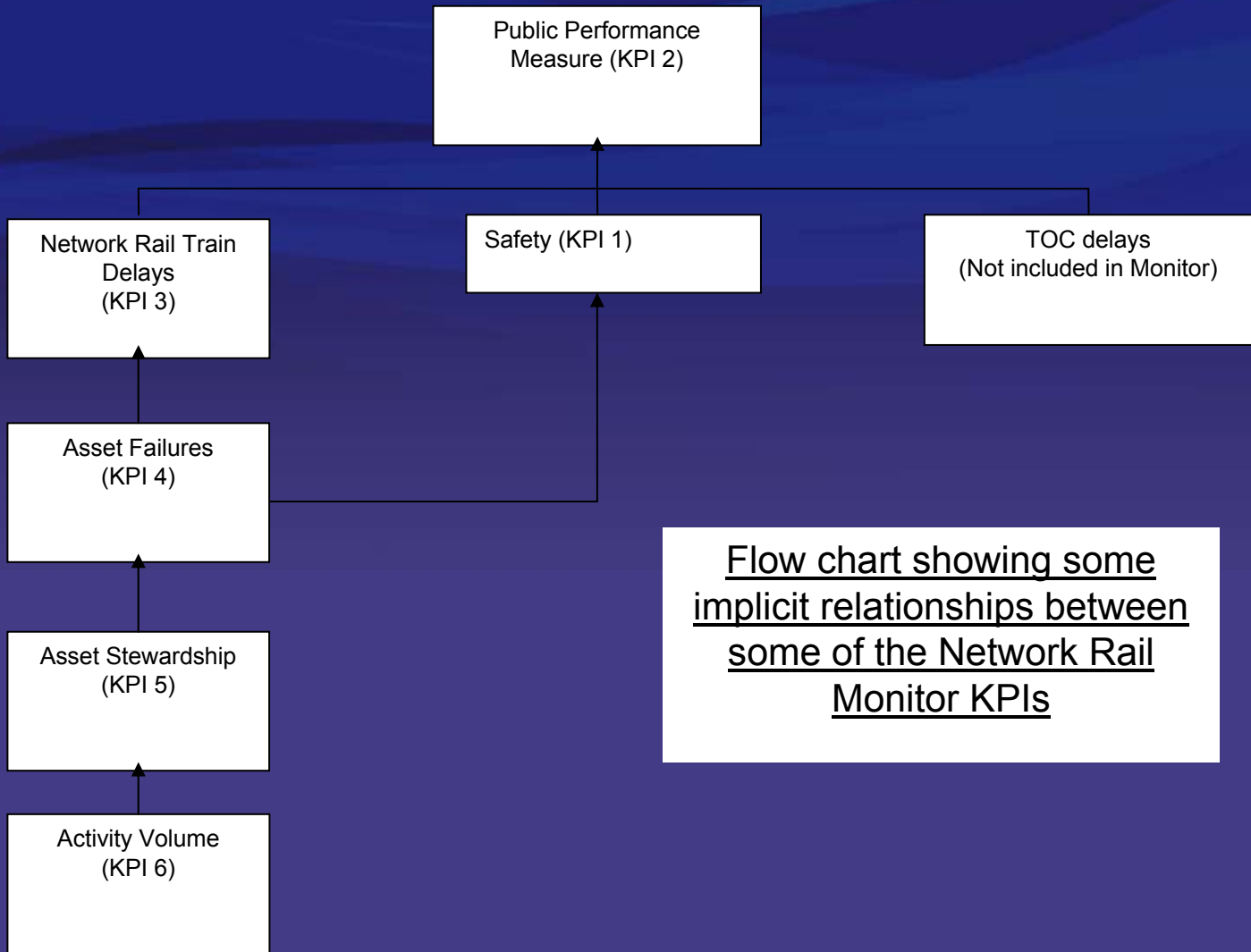
**Source:** PUMPS by HQ Performance Team

See Delay Minutes for other detail

Comparison of year to date National number of incidents causing train delay

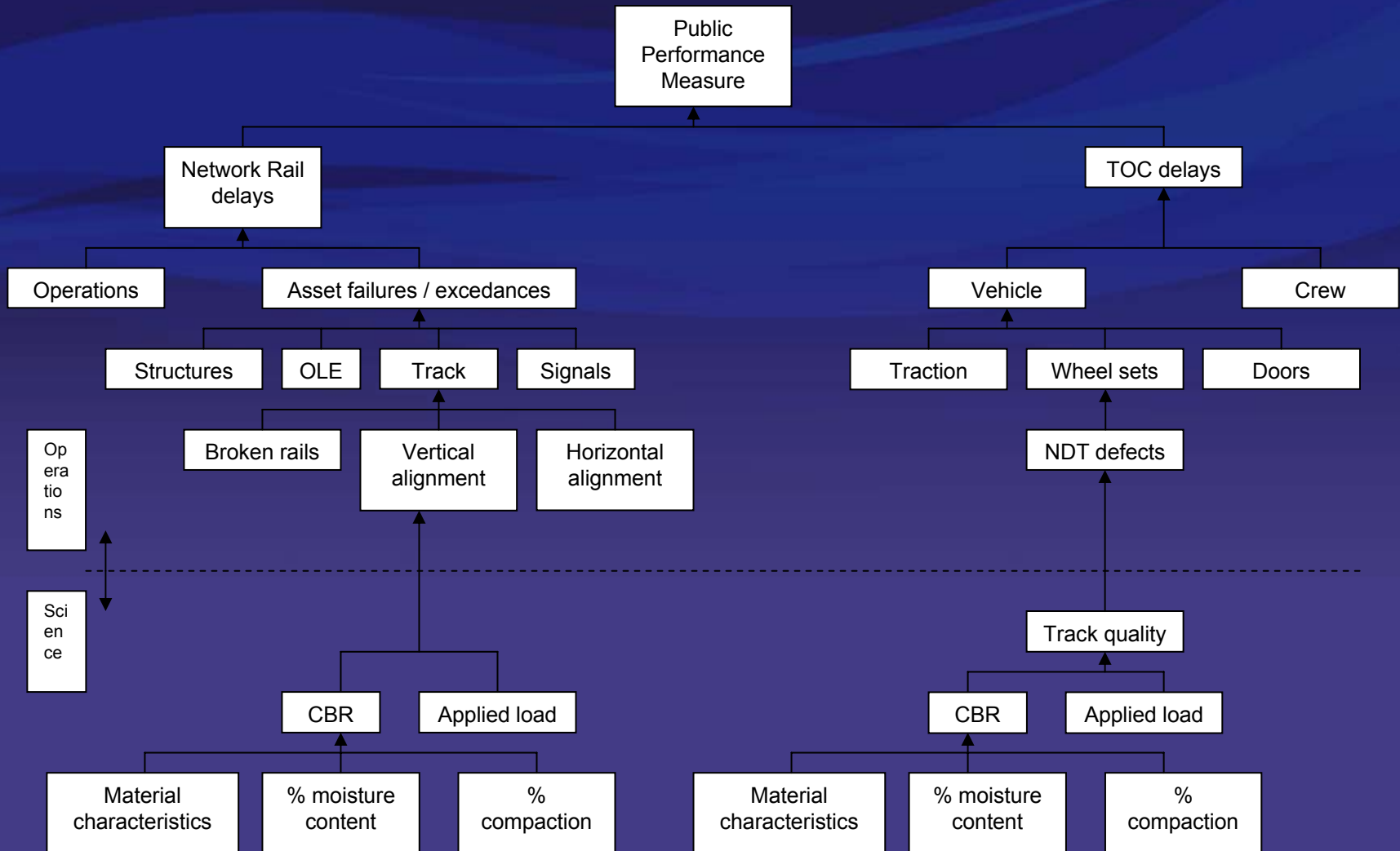


# But they clearly interact....



Flow chart showing some implicit relationships between some of the Network Rail Monitor KPIs

....throughout the system.



# Identifying profitable areas for research?

- RRUK → Research → Bigger Better Railway
- So, do performance measures (KPI's or whatever) tell us anything about where to focus the effort for system improvement?
- Can we dig down and identify the key engineering that is affecting the performance and thus spot the research topics that will have the greatest impact on improving that performance?
- And are the measures currently used broadly for management purposes actually suited for this task?
- Or, at least, which measures help most?

# ....And now....

- Four slants on this from our opening speakers
- Brief reaction, tea and biccies, organisation into four groups to reflect on:
  - “Performance measures; ranking and relevance to research priorities”
  - (Processes for spotting projects and the projects too, perhaps)
- Report back, assemble main ideas, assign priorities
- Close, wine and nibbles