



Example of Housing Voids KPI report



Example of Project-based KPI radar graph



Example of Project-based KPI bar graph

HouseBench membership gives you -

Club measures are based on the Housing Industry Toolkit.

Club specific measures for Housing.

Data transfer of headline KPIs values into the Clients Charter.

Instant reports output to Microsoft Excel detailing your performance enabling you to identify areas for improvement.

Plus members can share project data collection, review and reports with partners.

Simple on-line data capture enables data to be recorded centrally.

Information entered is security protected, with individual project information kept confidential.

Dedicated support and training to provide advice and guidance on data collection, benchmarking and reporting.

Opportunities to network with like-minded people and share knowledge and experiences.

The Housing Forum Benchmarking Club is managed by Achilles Information Ltd. Achilles also operate The Construction Clients' Charter.

The Achilles Group is the leading provider of global supplier and contract management information, delivering a portfolio of

procurement, health & safety, quality and environmental information services to major companies.

Achilles' focus is on internet procurement solutions that uniquely combine our skilled database management and procurement expertise with market sector knowledge. We provide market leading software and critical supplier information to purchasers for the Oil, Gas, Transport, Utility and Public Sectors worldwide.

For further information on Achilles visit www.achilles.com.

If you wish to become a Club member please complete and return the details below.

For further information please visit www.housebench.com or contact Achilles on +44 (0)1235 838003 or housing@achilles.com

Achilles Information Limited, 30 Park Gate, Milton Park, Abingdon, Oxon OX14 4SH

Tel: +44 (0)1235 838003

Fax: +44 (0)1235 821093

Email: housing@achilles.com



FS 56567



Payment details

The Annual Membership Fee for the Housing Forum

Benchmarking Base is:

£640.38 (£545 + VAT @17.5%)

The Annual Membership Fee for the Housing Forum

Benchmarking Plus is:

£875.38 (£745 + VAT @17.5%)

*Achilles Banking Details

Account No.: 54706053 Sort Code: 40 - 48 - 78

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55 Basinghall Street, London EC2V 5NB

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The Housing Forum Benchmarking Club HouseBench.com

Smarter business practice through benchmarking



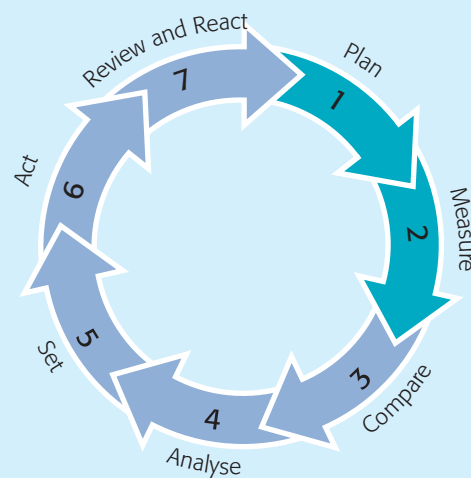
Innovation ■ Best Practice ■ Productivity

What is Benchmarking?

Benchmarking is a process that measures and compares your performance against others across the industry, and using lessons learned gives valuable feedback enabling you to improve your business practice.

Benchmarking involves answering the following questions – who is best and why and how are they better?

The concept of effective benchmarking is vital to aid continuous improvement and identify and implement best practice in your construction projects.



What is HouseBench.com?

HouseBench.com is an online tool used to measure performance in key areas such as time, cost and quality, to enable you to benchmark your performance against others.

The development of HouseBench.com was overseen by the Housing Forum – the body at the forefront of the movement for change in the UK housing industry. The Club has now developed into an established community benefiting from shared learning and improvement.

Data is collected securely online in questionnaire format using a series of drop-down menus. There are two levels of membership available – HouseBench Base and HouseBench Plus.



HouseBench home login page



Example 'My Projects' - a portfolio of your projects



Project details can be edited

Who Should Join?

All sectors of the housing industry - Housing Associations, Local Authorities, Developers, Contractors and their supply chain partners - can benefit from joining the Club.

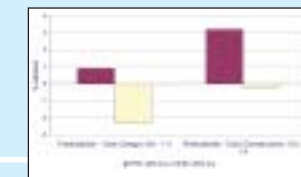
Organisations committed to the Clients Charter can use HouseBench to collect the KPIs required to achieve and maintain Clients Charter Status. HouseBench is the only benchmarking club that is fully integrated, allowing KPI data transfer to the Clients Charter Website.



Example of the HouseBench online Project questionnaire

The Success of HouseBench Members

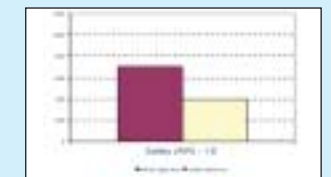
Club members have built up a large database of projects to benchmark against, allowing members to get to the source of problem areas they need to focus on for business performance improvement. Using the lessons they have learned through benchmarking, the Club has improved average performance as illustrated below during the period 2002/2003.



Cost Predictability 4 Bad - 3 Good



Quality 10 Good - 0 Bad



Safety 1200 Bad - 0 Good

HouseBench Base

Base membership of the Club provides standard functionality, with an emphasis on the headline Industry Standard Key Performance Indicators (KPIs) for New Build, Housing Refurbishment and Planned Works.

A Base member will have access to the Headline questionnaire, which is also used for the collection of Housing Forum Demonstration Project data. Entry of data for Base projects will allow the system to calculate the headline KPIs in a graphical format.



HouseBench online Project organisational questionnaire – Respect for People

HouseBench Plus

Plus membership provides additional functionality to the Base Headline membership. Plus membership allows members to enter data to calculate housing specific and environmental KPIs at project level, and organisational data on a quarterly basis for the calculation of KPIs related to housing voids, repairs and respect for people.

Both clients and supply chain partners can record information and even collaborate interactively on the same projects. Once the required data has been recorded the HouseBench system will calculate KPIs for the project. These KPIs can then be reported on, compared to a similar project within a member's portfolio of projects, or compared to club average values from all members.

In addition, industry average values (where available) are provided for immediate comparison of your performance to that of the industry as a whole.

Similarly to project based KPIs, organisational data can be recorded by Plus members for comparison to historic data, club average values and industry standard values for housing voids works, housing repairs works and respect for people performance indicators.

Organisational data is collected on a quarterly basis, and comparisons can be made to club data per quarter and annually.

The Housing Forum Benchmarking Club Application Form

To join the Housing Forum's Benchmarking Club please complete the details below and return this form to the Housing team at the address to the right.

Application Details
(Please print clearly using capital letters)

Company name _____

Contact name _____

Address _____

Postcode _____

Telephone _____ Fax _____

Email _____

Return Address:

The Housing Forum Benchmarking Club
Achilles Information Limited
30 Park Gate
Milton Park
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Tel: +44 (0)1235 838003
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