

Quarterly measures. Monthly detail.

The scorecard tracks Greystone's agreed skills against operating targets. Q2 on-time delivery was 96%; June quality reached 91%. CCK records £184,200 of approved variation value, and aged WIP moved £312,000 on a memo basis. These indicators do not establish cash received or payback.

CLIENT	PERIOD	PREPARED BY
Greystone FM Group	Q2 2026 · April to June	S. Okoro, Skills Lead
APPROVED BY	REFERENCE	READS WITH
D. Farrow, COO · 30 June 2026	BT0-GFM-KPI-Q2	QBR and Month 3 report

Illustrative example: fictional project and parties.

96%

Q2 on time; April 94%

91%

June quality; April 88%

233Q2 outputs; monthly volume
+28%**1.9d**June turnaround; April 2.4
days

01

PORTFOLIO

Overall skills performance

The meters mix Q2 on-time delivery with June quality, first-pass and turnaround measures, not one latest-month aggregate. Monthly CCK approved values are rounded to the nearest £1k; the QBR records £184,200 for Q2. Rates and quality scores are independently supplied illustrative metrics. Their denominators, weighting and assessment basis are not provided; they are not recalculated from prepared counts.

MONTH	CCK APPROVED VALUE	RUNNING TOTAL
Month 1 (April)	£42k	£42k
Month 2 (May)	£68k	£110k
Month 3 (June)	£74k	£184k

Q2 approved value	£184k	£184,200 in the QBR
-------------------	-------	---------------------

Q2 on-time rate, target 95%		96%
June quality score, target 90%		91%
June first-pass approval		91%
June turnaround, 2.0 day target		1.9d

APPROVED VARIATION
VALUE

Q2 cumulative, CCK

£184k

MEMO AGED-WIP
MOVEMENT

Over 60 days, Q2

£312k

INVOICE BLOCKERS
RELEASED

17 invoices, payment
not evidenced

£89k

02

BY PACK

Performance by pack

Month 3 rates, quality scores, prepared counts and one pack-specific indicator. Margin Cockpit has the highest on-time and quality scores; Dispatch has the largest prepared count. These different indicators are not a like-for-like ranking.

PACK	ON TIME	QUALITY	PREPARED	STANDOUT MEASURE
Commercial Control Kit™	97%	89%	32	£74k approved in June
Margin Cockpit™	100%	96%	12	Snapshot issued Day 2
The Dispatch Desk™	95%	90%	43	Ticket average 12 minutes

CCK covers 14 contracts; the QBR's approved variation value concerns ten of them. Margin Cockpit consolidates the portfolio and Dispatch covers 42 sites. June handover on time reached 91%; memo aged WIP closed at £698k.

03

TREND

Month on month, with Q3 targets

The team's first three months running the skills. Every measure shows improvement or clean stability, with the target set for Q3 alongside.

MEASURE	M1 APR	M2 MAY	M3 JUN	Q3 TARGET
Outputs prepared	68	78	87	95
On-time rate	94%	96%	97%	97%
Quality score	88%	90%	91%	92%
Items returned	14	11	8	6
Turnaround (days)	2.4	2.1	1.9	1.8
Approved variation value, CCK	£42k	£68k	£74k	£80k
Memo aged WIP over 60 days	£1.01m	£842k	£698k	£600k
Open actions	8	6	5	4
Governance breaches	0	0	0	0

Rounded monthly approved values (£42k, £68k, £74k) sum to £184k; they do not establish the exact £184,200 total recorded in the QBR. Memo aged WIP moved £312,000 from £1.01m to £698k. Payment and overlap with the £89k invoice release are not established; these indicators are not combined as cash received. Costs are not netted, so net benefit and payback are not established. Read with the Q2 QBR and Month 3 report.

04

DEFINITIONS

How each measure is defined

Measure meanings and stated sources below are illustrative, not a supplied calculation protocol. Pack and overall rates are not recomputed from prepared counts. The June quality score and separate first-pass measure both read 91%, but are not interchangeable with each other or the weekly share not returned, which includes pending items.

MEASURE	WHAT IT COUNTS	BASIS	SOURCE
On-time rate	Supplied delivery rate; denominator and weighting not provided	Target 95%	Weekly summaries
Quality score	Independently supplied illustrative score; assessment basis not provided	Target 90%	Reviewer decisions
First-pass approval	Separately supplied June measure; calculation basis not provided	Target 90%	Reviewer decisions
Turnaround	Working days from records filed to draft ready	Target 2.0 days	Skills run logs
Approved variation value, CCK	Approved value supported by CCK narratives, not cash received	Q2 £184,200	Commercial Control Kit

MEASURE	WHAT IT COUNTS	BASIS	SOURCE
Aged WIP over 60 days	Work-in-progress balance older than 60 days, memo basis	Q2 close £698k	Margin Cockpit
Outputs prepared	Count of drafts prepared across the three packs	Q2 233	All packs
Governance breaches	Any breach of the agreed review gates or data handling	Q2 0	Governance reviews

HOW THE SCORECARD IS USED

The scorecard is prepared by S. Okoro and signed off by D. Farrow at each governance review. It reads with the Q2 QBR and the Month 3 Governance Report, and the Q3 targets shown are the baselines carried into the Month 4 Review on 3 August 2026.

Reference BTO-GFM-KPI-Q2 **Next update** Month 4 Review, 3 Aug 2026
Next Audit Trail and Evidence Index