

# Month 3 Governance Report

Greystone FM Group · Reporting period: 1–30 June 2026  
Prepared for the Month 3 Governance Review · 7 July 2026

ITEMS DELIVERED

87

Across 4 weeks · 3 packs

SLA COMPLIANCE

97%

Target: ≥ 95%

QUALITY SCORE

91%

Target: ≥ 90%

RETURNED ITEMS

8

↓ from 11 in Month 2

OPEN ACTIONS

5

2 overdue · 3 on track

GOVERNANCE STATUS

On Track

All review gates passed



# Executive Summary

Month 3 headline position across service delivery, quality, governance and forward planning.

**Overall assessment: On Track.** All three packs are operating within SLA targets. Delivery volume increased 12% month-on-month. Quality score stable at 91%. Two overdue actions (both data-feed related) expected to close by mid-July. Q2 QBR pack issued on schedule. No data incidents, governance breaches or escalations during the period.

## Month 3 at a glance

| Metric              | Month 1  | Month 2  | Month 3  | Target | Status      |
|---------------------|----------|----------|----------|--------|-------------|
| Items delivered     | 68       | 78       | 87       | —      | ↑ +12%      |
| SLA compliance      | 94%      | 96%      | 97%      | ≥ 95%  | ● MET       |
| Quality score       | 88%      | 90%      | 91%      | ≥ 90%  | ● MET       |
| Items returned      | 14       | 11       | 8        | —      | ↓ Improving |
| Avg turnaround      | 2.4 days | 2.1 days | 1.9 days | —      | ↓ Faster    |
| Governance breaches | 0        | 0        | 0        | 0      | ● CLEAR     |
| Data incidents      | 0        | 0        | 0        | 0      | ● CLEAR     |

# Pack Performance Dashboard

KPI performance for each active pack against agreed targets. All metrics measured over the June reporting period.

ITEMS DELIVERED

32

vs 28 in Month 2

● +14%

SLA COMPLIANCE

97%

Target:  $\geq 95\%$

● MET

QUALITY SCORE

89%

Target:  $\geq 90\%$

● NEAR TARGET

AVG TURNAROUND

1.7d

Target:  $\leq 48$  hrs

● MET

**Commentary:** Volume increase driven by two new contracts entering the variation cycle (Ashford DC and Riverside FM). Quality score at 89% — marginally below the 90% target due to three evidence bundles returned for missing supporting documents. Root cause: site teams not uploading diary extracts within the agreed 48-hour window. Mitigation: reminder issued to all site managers via T. Brennan.

ITEMS DELIVERED

12

vs 10 in Month 2

● +20%

SLA COMPLIANCE

100%

Target:  $\geq 95\%$

● MET

QUALITY SCORE

96%

Target:  $\geq 90\%$

● EXCEEDING

SNAPSHOT DELIVERY

Day 2

Target: by Day 3

● MET

**Commentary:** Strongest-performing pack. Monthly margin snapshot delivered on Day 2 for the second consecutive month. QBR board narrative draft issued on 25 June and accepted by D. Farrow with minor amendments. Variation pipeline summary added as a new recurring output from Week 11.

The Dispatch Desk™

ITEMS DELIVERED

43

vs 40 in Month 2

● +8%

SLA COMPLIANCE

95%

Target:  $\geq 95\%$

● MET (BOUNDARY)

QUALITY SCORE

90%

Target:  $\geq 90\%$

● MET

HANDOVER ON-TIME

91%

Target: by 07:30

● 2 LATE

**Commentary:** SLA compliance at 95% — on the boundary. Two morning handovers delivered late (07:42 and 07:38) due to Harland Properties BMS overnight data feed delays. Root cause confirmed with Harland IT — feed schedule adjusted from Week 12. Expect full compliance from July. Priority mapping accuracy improved following the P2/P3 classification clarification in Week 11.

## SECTION 03

# Governance Compliance

Review gate compliance, data handling adherence and control framework status for the reporting period.

## Review Gate Summary

| Gate | Description                                       | Frequency   | Month 3 Status   |
|------|---------------------------------------------------|-------------|------------------|
| G1   | Internal quality review before output handover    | Every item  | ● 100% PASSED    |
| G2   | Client review and acceptance                      | Every item  | ● 91% FIRST-PASS |
| G3   | Weekly delivery summary issued by 14:00 Friday    | Weekly      | ● 4/4 ON TIME    |
| G4   | Monthly governance report issued by 1st Monday    | Monthly     | ● ISSUED 7 JUL   |
| G5   | Data handling compliance — no unauthorised access | Continuous  | ● NO INCIDENTS   |
| G6   | Escalation protocol followed for all L2+ events   | As required | ● NO L2+ EVENTS  |

## Data Handling Compliance

| Control                                         | Status      | Notes                                       |
|-------------------------------------------------|-------------|---------------------------------------------|
| Data received via approved secure channels only | ● COMPLIANT | All uploads via encrypted workspace         |
| Access restricted to named delivery team        | ● COMPLIANT | No access changes in period                 |
| Processing logs maintained                      | ● COMPLIANT | 87 items logged                             |
| No data retained beyond engagement scope        | ● COMPLIANT | Month 1 working files archived per schedule |
| No subcontracting of data processing            | ● COMPLIANT | All processing by Built AI team             |

# Issues Log & Actions Register

Open, overdue and closed actions from the reporting period. Overdue items are escalated to the Engagement Lead.

## Open Actions

| REF   | ACTION                                                                              | OWNER                  | DUE    | STATUS             |
|-------|-------------------------------------------------------------------------------------|------------------------|--------|--------------------|
| A-017 | Harland BMS data feed schedule adjustment — confirm fix applied                     | L. Osei / Harland IT   | 14 Jul | OVERDUE (FROM W12) |
| A-019 | Site diary upload SOP — reissue reminder to all site managers                       | T. Brennan             | 10 Jul | OVERDUE            |
| A-021 | P2/P3 priority mapping matrix — update Dispatch Desk template with Harland SLA v2.1 | Built AI (R. Chen)     | 18 Jul | ON TRACK           |
| A-022 | Q2 QBR follow-up actions — document and distribute                                  | Built AI (J. Whitmore) | 11 Jul | ON TRACK           |
| A-023 | RAMS Factory new use-case assessment — draft for COO review                         | Built AI (J. Whitmore) | 25 Jul | ON TRACK           |

## Closed in Period (6)

| REF   | ACTION                                                                | CLOSED | RESULT                                            |
|-------|-----------------------------------------------------------------------|--------|---------------------------------------------------|
| A-011 | Variation narrative template v2 — incorporate QS feedback             | 4 Jun  | Template updated, deployed from Week 10           |
| A-012 | Dispatch Desk morning handover format — add overnight callout summary | 7 Jun  | Format updated, positive feedback from T. Brennan |
| A-013 | Margin Cockpit — add variation pipeline summary as recurring output   | 10 Jun | First issue Week 11, accepted                     |

| REF   | ACTION                                                              | CLOSED | RESULT                                             |
|-------|---------------------------------------------------------------------|--------|----------------------------------------------------|
| A-014 | Data ingestion validation — add file-size check for corrupt uploads | 12 Jun | Automated check deployed                           |
| A-015 | CCK evidence bundle — standardise document index format             | 18 Jun | Index template v2 deployed                         |
| A-016 | Q2 QBR pack — draft and issue for COO review                        | 25 Jun | Issued on schedule, accepted with minor amendments |

SECTION 05

# Recommendations

Forward-looking recommendations from the Built AI delivery team for the Month 3 governance review discussion.

## 1. Close overdue actions by 14 July

Two actions (A-017 BMS feed, A-019 site diary SOP) are overdue. Both are client-side dependencies. Recommend escalation to T. Brennan and L. Osei at the governance review with a hard close date of 14 July to prevent recurrence.

## 2. RAMS Factory assessment

During Month 3 delivery, Built AI identified recurring mobilisation delays across three Greystone contracts linked to RAMS production bottlenecks. Recommend a formal new use-case assessment for RAMS Factory™ as a fourth pack. Draft assessment to be issued by 25 July (Action A-023).

## 3. CCK quality improvement

CCK quality score at 89% is marginally below target. Root cause is missing site diary inputs, not output quality. Recommend a structured data-readiness checklist for site teams to complete before the Monday upload window, reducing revision cycles.

## 4. Dispatch Desk SLA buffer

Morning handover SLA (07:30) has been missed twice in 3 months, both due to late external data feeds. Recommend either adjusting the SLA to 07:45 or formalising the Harland BMS feed SLA as a dependency — so the root cause is tracked in the right place.

SECTION 06

# Next Period — July 2026

Key dates, planned activities and governance touchpoints for Month 4.

| DATE   | ACTIVITY                                          | OWNER                      |
|--------|---------------------------------------------------|----------------------------|
| 7 Jul  | Month 3 Governance Review (this meeting)          | Built AI + Greystone Leads |
| 11 Jul | Q2 QBR follow-up actions distributed              | J. Whitmore                |
| 14 Jul | Hard close date for overdue actions A-017, A-019  | L. Osei / T. Brennan       |
| 18 Jul | P2/P3 priority mapping template update deployed   | R. Chen                    |
| 25 Jul | RAMS Factory new use-case assessment draft issued | J. Whitmore                |
| 4 Aug  | Month 4 Governance Review                         | Built AI + Greystone Leads |

**Next governance touchpoint.** Month 4 Governance Review is scheduled for Monday 4 August 2026. Agenda and supporting pack will be issued by 31 July.



## BuiltAI Intelligence Ltd — Built to Order™ · Monthly Governance Report

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