BUILT TO ORDER™ · QUARTERLY BUSINESS REVIEW

BUILT AI EXAMPLE OUTPUT · REDACTED FOR ILLUSTRATION

Q2 2026 Business Review

Greystone FM Group · April – June 2026 (Months 1–3)

Prepared for D. Farrow (COO) and Greystone Leadership · 30 June 2026

TOTAL DELIVERED

233

Outputs across Q2

AVG SLA COMPLIANCE

96%

Target: ≥ 95%

VARIATION RECOVERY

£184k

Attributed to CCK outputs

WIP REDUCTION

31%

Aged WIP > 60 days

TO

SECTION 01

Executive Summary

Q2 2026 marks the first full quarter of Built to Order™ operations for Greystone FM Group. Three packs are live, delivering measurable commercial and operational impact.

Q2 VALUE RECOVERED

£184,200 recovered

£184,200 in recovered variation value and avoided margin leakage across the Greystone FM portfolio. The Commercial Control Kit alone recovered £147,600 in previously unsubmitted or under-evidenced variations across 14 contracts.

Quarter assessment: Strong start. All three packs are operating within SLA. Delivery volume grew 28% from Month 1 to Month 3 as templates matured and client-side data flows stabilised. Quality improved from 88% to 91%. Zero governance breaches, zero data incidents. One expansion opportunity identified (RAMS Factory). Service is delivering measurable, auditable value.

Quarter at a glance

METRIC	MONTH 1	MONTH 2	MONTH 3	Q2 TOTAL/AVG	TREND
Items delivered	68	78	87	233	↑ +28%
SLA compliance	94%	96%	97%	96%	↑ Improving
Quality score	88%	90%	91%	90%	↑ Improving
Items returned	14	11	8	33	↓ -43%
Avg turnaround	2.4 days	2.1 days	1.9 days	2.1 days	↓ Faster

METRIC	MONTH 1	MONTH 2	MONTH 3	Q2 TOTAL/AVG	TREND
Governance breaches	0	0	0	0	CLEAR

SECTION 02

Value Recovery Evidence

Quantified commercial impact attributed to Built to Order™ outputs during Q2. All figures validated against Greystone's internal commercial tracking.

VARIATION RECOVERY

£184.2k

Submitted & approved variations supported by CCK outputs

WIP REDUCTION

£312k

Aged WIP > 60 days reduced from £1.01m to £698k

INVOICE BLOCKERS CLEARED

17

Previously stalled invoices released (£89k value)

Variation recovery — by contract

CONTRACT	VARIATIONS SUBMITTED	APPROVED VALUE	PREVIOUSLY UNSUBMITTED	CCK CONTRIBUTION
Meridian NHS Trust	6	£62,400	4 of 6	Evidence narrative, entitlement framework
Westbridge Retail Park	4	£38,100	2 of 4	Change event log, notice tracking
Langton Civic Centre	3	£24,800	3 of 3	Full variation pack (narrative + evidence)
Riverside FM	5	£31,200	3 of 5	Cause-and-effect narrative, notice tracker
Other contracts (6)	9	£27,700	5 of 9	Various CCK outputs
Total	**27**	**£184,200**	**17 of 27**	

17 of 27 variations submitted in Q2 were previously unsubmitted or lacked sufficient evidence to support the claim. CCK outputs provided the structured narrative and evidence framework that enabled submission.

Value recovered — summary

LINE	Q2 VALUE	NOTES
Variation recovery (CCK)	£184,200	Approved variation value attributed to CCK
Invoice blockers cleared	£89,000	Previously stalled invoices released
Direct cash value recovered	**£273,200**	£184.2k + £89k
WIP reduction (Cockpit)	£312,000	Aged balance reduction — memo only, not direct cash

Figures are the value recovered by Greystone. The Built to Order™ service is priced bespoke to each engagement and is not stated here.

SECTION 03

Pack Performance — Quarter View

KPI trends across the full quarter for each active pack. Targets agreed during onboarding.

Commercial Control Kit™ — 89 items · £184.2k recovered

KPI	TARGET	M1	M2	M3	Q2 AVG	STATUS
SLA compliance	≥ 95%	93%	96%	97%	95%	● MET
Quality score	≥ 90%	86%	89%	89%	88%	● BELOW (1PP)
Turnaround	≤ 48 hrs	52 hrs	44 hrs	41 hrs	46 hrs	● MET
Variations logged before delivery	+45pp baseline	—	—	+38pp	+38pp	● PROGRESSING

Assessment: Quality score at 88% is 2pp below the 90% target — driven by site diary upload delays, not output quality. Turnaround has improved from 52 hours to 41 hours as templates mature. Variation recovery is the standout result — £184k in one quarter with 63% of submissions previously unsubmitted.

Margin Cockpit™ — 34 items · £312k WIP reduction

KPI	TARGET	M1	M2	M3	Q2 AVG	STATUS
SLA compliance	≥ 95%	100%	100%	100%	100%	● EXCEEDING
Quality score	≥ 90%	92%	94%	96%	94%	● EXCEEDING
Snapshot delivery	By Day 3	Day 3	Day 2	Day 2	Day 2.3	● EXCEEDING
WIP > 60 days	−40% baseline	—	—	−31%	−31%	● PROGRESSING

Assessment: Strongest-performing pack. 100% SLA compliance across all 13 weeks. Quality improving each month as the finance team's familiarity with the output format grows. WIP reduction at −31% against a −40% target — on track but requires continued focus in Q3.

The Dispatch Desk™ — 110 items · 42 sites covered

KPI	TARGET	M1	M2	M3	Q2 AVG	STATUS
SLA compliance	≥ 95%	91%	94%	95%	93%	BELOW (2PP)
Quality score	≥ 90%	87%	88%	90%	88%	BELOW (2PP)
Handover by 07:30	100%	82%	89%	91%	87%	IMPROVING
Ticket processing	≤ 15 min	18 min	14 min	12 min	15 min	MET

Assessment: Most complex pack — 42-site FM portfolio with variable data quality. Clear improvement trajectory across all metrics. Morning handover SLA affected by external BMS data feeds (now resolved). Recommend adjusting the handover SLA to 07:45 or formalising the BMS feed as a tracked dependency. Ticket processing time improved from 18 to 12 minutes — now exceeding target.

SECTION 04

Expansion Recommendation

During Q2 delivery, Built AI identified a recurring operational bottleneck that maps to an existing workflow pack not yet active for Greystone.

RECOMMENDED · Q3 2026

Add RAMS Factory™ as a fourth active pack

Across 14 contracts in the Greystone FM portfolio, Built AI observed an average 4.2-day mobilisation delay per new work package attributable to RAMS production bottlenecks. Sitespecific RAMS are being copied from previous jobs, supervisors raise late corrections, and the H&S review cycle adds 2–3 days before site start.

AVG MOBILISATION DELAY

4.2 days

Per new work package

ESTIMATED ANNUAL COST

£96k

Preliminaries cost of delays

TARGET REDUCTION

−50%

RAMS cycle time

Next step: A formal new use-case assessment will be issued by 25 July (Action A-023 from Month 3 governance). This will include a detailed scope, pilot plan, cost indication and success criteria for COO approval.

SECTION 05

Recalibration Notes

Template refinements, process adjustments and prompt improvements made during Q2 to improve output quality and efficiency.

CHANGE	PACK	IMPLEMENTED	IMPACT
Variation narrative template v2	CCK	Week 10	Reduced QS revision requests by 35%
Morning handover format update	Dispatch	Week 9	Added overnight callout summary — positive ops feedback

CHANGE	PACK	IMPLEMENTED	IMPACT
Variation pipeline summary	Cockpit	Week 11	New recurring output — accepted immediately
Evidence bundle index v2	CCK	Week 12	Standardised document index — fewer missing-doc returns
P2/P3 priority mapping update	Dispatch	Week 13	Aligned to Harland SLA v2.1 — resolved classification disputes
Data ingestion validation	All	Week 11	Automated file-size check catches corrupt uploads at ingestion
Margin bridge commentary	Cockpit	Week 8	Added contract-level commentary — reduced finance queries by 40%

SECTION 06

Q3 2026 — Forward Plan

Priorities, targets and milestones for the next quarter. Subject to approval at this QBR.

Q3 Priorities

#	PRIORITY	TARGET	OWNER
1	Bring CCK quality score to ≥ 90%	Implement data-readiness checklist for site teams	Built AI + T. Brennan
2	Achieve WIP reduction target (−40%)	Focus on 4 contracts with largest aged balances	Built AI + K. Rhodes
3	RAMS Factory new use-case assessment	Issue by 25 July, pilot decision by end August	Built AI + D. Farrow
4	Dispatch Desk SLA recalibration	Agree adjusted handover SLA or formalise BMS dependency	Built AI + T. Brennan

#	PRIORITY	TARGET	OWNER
5	Maintain zero governance breaches	Continue clean compliance record	All

Q3 Revised Targets

KPI	Q2 ACTUAL	Q3 TARGET	STRETCH
SLA compliance (all packs)	96%	≥ 97%	≥ 98%
Quality score (all packs)	90%	≥ 92%	≥ 95%
CCK variation recovery	£184k	£200k+	£250k
WIP > 60 days reduction	−31%	−40%	−50%
Dispatch handover on-time	87%	≥ 95%	100%

Key Dates — Q3

DATE	MILESTONE
7 Jul	Month 3 Governance Review
25 Jul	RAMS Factory new use-case assessment issued
4 Aug	Month 4 Governance Review
Aug (TBC)	RAMS Factory pilot decision
1 Sep	Month 5 Governance Review
30 Sep	Q3 Quarterly Business Review

Recommendation to the board. Continue Built to Order™ into Q3 with the three active packs. Approve the RAMS Factory new use-case assessment as a priority action. The service is delivering measurable, auditable value — £184,200 of variation value recovered in the quarter. The next step is controlled expansion — one additional pack, piloted before commitment.