



NIXON KPI RULEBOOK PER DEPARTMENT

ADMINISTRATION

This handbook defines the Key Performance Indicators (KPIs) for NIXON's administration teams across Electrics, Air, and Commercial departments. The purpose of these KPIs is to provide clear expectations, measurable standards, and fair incentivisation that reward consistent performance.

Each KPI has been carefully selected to reflect the activities that drive customer satisfaction, operational efficiency, and alignment with NIXON's values, mission, and vision. These measures are not designed as new or unrealistic targets — they are standards that have already been achieved by the team multiple times over the past year.

By applying a structured scoring system and linking results to bonus incentives, this framework ensures accountability, transparency, and recognition of the critical role our admin teams play in NIXON's success.

*This framework rewards **consistency, responsiveness, backlog management, and cultural alignment** in commercial administration. Bonuses are drawn from an **annual pool**, split into **quarterly assessments**, based on **monthly scoring against KPIs**.*

RULES: *(Applies to All Departments)*

Scale: Each KPI scored **3–5 monthly**.

4 = Meets Target → full payout for that KPI.

5 = Exceeds Target → recognition only (still capped at payout for a 4).

3 or below = No payout for that KPI.

Balance rule: A 5 cannot cancel out a 3.

Scoring Example (All Departments)

Example: A 5 and a 3

KPI A: 5 (treated as 4) → full payout

KPI B: 4 → full payout

KPI C: 3 → no payout

KPI D: 4 → full payout

KPI E: 4 → full payout

Total Bonus Earned = 90%

DISCLAIMER:

NIXON reserves the right to review and adjust KPI measures, targets, and weightings at any time to ensure they remain realistic, achievable, and aligned with the company's evolving goals and required performance standards. Any changes will be communicated in advance and applied fairly across the team.

Bonus Pool Structure (EXAMPLE ONLY)

Each admin team member has a set annual bonus pool of \$5,000. This pool is divided into quarterly allocations and paid out based on monthly KPI performance.

How it Works

1. Annual Pool
\$5,000 per year.
 2. Quarterly Allocation
 $\$5,000 \div 4 = \$1,250$ per quarter available.
 3. Monthly Scoring
Each month, KPIs are scored 1–5 and converted to a percentage (e.g., 4 = 100%, 3 = 0% under your rule set).
 4. Quarterly Payout (two equivalent methods)
 - Preferred (simplest): Take the average of the three monthly percentages, then multiply by \$1,250.
Quarterly Payout = (Avg Monthly % × \$1,250)
 - Equivalent: Prorate the quarter's pool across months ($\$1,250 \div 3 = \416.67 per month) and multiply each month's percentage by \$416.67, then sum the three months.
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Worked Example (Based on \$5,000 Pool)

Monthly scores: 90%, 100%, 80%

Average % for the quarter: $(90\% + 100\% + 80\%) \div 3 = 90\%$

- Quarterly Payout (preferred method):
 $90\% \times \$1,250 = \$1,125$
- Quarterly Payout (prorated check):
 - Month 1: $90\% \times \$416.67 = \375.00
 - Month 2: $100\% \times \$416.67 = \416.67
 - Month 3: $80\% \times \$416.67 = \333.33
 - Quarterly Total = \$1,125.00 (matches)

Annualised: $\$1,125 \times 4 = \$4,500$ out of \$5,000

DEPARTMENT SPECIFIC KPIS

Department: Electrics Admin

KPI Weightings

- **Quote Conversion (Elec Dept.) >60%** – 30%
 - **Alignment with Company VMVs** – 10%
 - **Minimum 10 Positive Bunbury Client Reviews / Month** – 10%
 - **Average Time to First Attendance (from job creation) <6.5 Days** – 25%
 - **Average Time from Quote Creation to Acceptance <6 Days** – 25%
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Department: Air Admin

KPI Weightings

- **Quote Conversion (Air Dept.) >50%** – 30%
 - **Alignment with Company VMVs** – 10%
 - **Minimum 10 Positive Bunbury Client Reviews / Month** – 10%
 - **Average Time to First Attendance (from job creation) <10 Days** – 25%
 - **Average Time from Quote Creation to Acceptance <5 Days** – 25%
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Department: Commercial Admin

KPI Weightings

- **Jobs Completed per Month (230–250)** – 35%
 - **Average Time to First Attendance <4 Days** – 10%
 - **Total Pending Jobs <75** – 30%
 - **Weekly Workload Form Consistently Filled** – 5%
 - **Due Dates on All Pending Jobs** – 15%
 - **Alignment with Company VMVs** – 5%
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