



GIIGNL

International Group Of Liquefied
Natural Gas Importers

TSG Task Force

Study of KPIs used in Maintenance Organizations



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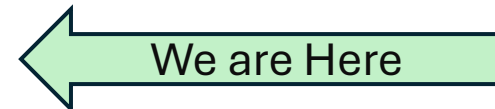
PURPOSE

To determine the distribution of KPIs used to measure Maintenance Performance and:

- How they are calculated
- How they interact with each other
- Its Reporting Horizons
- How they are used to initiate corrective actions or improvement opportunities to the maintenance systems
- Value added from having a KPI program

METHODOLOGY

- Develop, Review and Agree on Study Objectives and Methodology with Member Representatives
- Develop Survey mechanism and data collection technique
- Distribute Survey for responses
- Collect and Analyze Survey responses
- Develop Primary report based on Survey Results to GIIGNL Members
- Schedule and conduct additional surveys as required
- Develop and submit Final report to GIIGNL Members





TIMELINE

Task Name	Duration	Start	Finish	% Complete
Milestones	118 days	Mon 8/25/25	Wed 2/4/26	50%
Send out Scope and 1st Survey	1 day	Mon 8/25/25	Mon 8/25/25	100%
Present Summarized Response Data at 78th TSG	1 day	Fri 10/3/25	Fri 10/3/25	100%
Send out 2nd Survey	1 day	Tue 11/4/25	Tue 11/4/25	0%
Send Out Final Report	1 day	Wed 2/4/26	Wed 2/4/26	0%
Finalize 1st Scope and Survey	18 days	Thu 7/31/25	Mon 8/25/25	100%
Complete Scope of Workshop	7 days	Thu 7/31/25	Fri 8/8/25	100%
Complete Survey Template	6 days	Mon 8/11/25	Mon 8/18/25	100%
Schedule Meeting with GIIIGNL Members for Final review	1 day	Tue 8/19/25	Tue 8/19/25	100%
Update and Finalize Scope and Survey	4 days	Wed 8/20/25	Mon 8/25/25	100%
Receive and Process 1st Survey Responses	30 days	Mon 8/25/25	Fri 10/3/25	100%
Receive Responses from Participants	20 days	Mon 8/25/25	Fri 9/19/25	100%
Review and Summarize Responses	5 days	Mon 9/22/25	Fri 9/26/25	100%
Prepare Summarized Report	5 days	Mon 9/29/25	Fri 10/3/25	100%
Develop and Finalize 2nd Survey	21 days	Mon 10/6/25	Mon 11/3/25	0%
Develop Draft of 2nd Survey	10 days	Mon 10/6/25	Fri 10/17/25	0%
Share Draft 2nd Survey for Review	5 days	Mon 10/20/25	Fri 10/24/25	0%
Schedule Meeting with Participants to discuss 2nd Survey	1 day	Mon 10/27/25	Mon 10/27/25	0%
Determine if Additional Surveys are Required and Adjust Schedule Accordingly	1 day	Mon 10/27/25	Mon 10/27/25	0%
Finalize 2nd Survey	5 days	Tue 10/28/25	Mon 11/3/25	0%
Receive and Process 2nd Survey Responses	28 days	Tue 11/4/25	Thu 12/11/25	0%
Receive 2nd Survey Responses	20 days	Tue 11/4/25	Mon 12/1/25	0%
Review and Summarize 2nd Survey Responses	5 days	Tue 12/2/25	Mon 12/8/25	0%
Share 2nd Survey Results with Participants	3 days	Tue 12/9/25	Thu 12/11/25	0%
Develop and Finalize Report (Assuming no further Surveys are required)	36 days	Wed 12/17/25	Wed 2/4/26	0%
Develop Draft Report	15 days	Wed 12/17/25	Tue 1/6/26	0%
Share Draft Report	1 day	Mon 1/12/26	Mon 1/12/26	0%
Schedule Meeting to Review Draft Report	1 day	Wed 1/28/26	Wed 1/28/26	0%
Finalize Report and Publish	5 days	Thu 1/29/26	Wed 2/4/26	0%

Qtr 3, 2025

Jul

Aug

Sep

Qtr 4, 2025

Oct

Nov

Dec

Qtr 1, 2026

Jan

Feb

Mar

Qtr 2, 2026

Apr

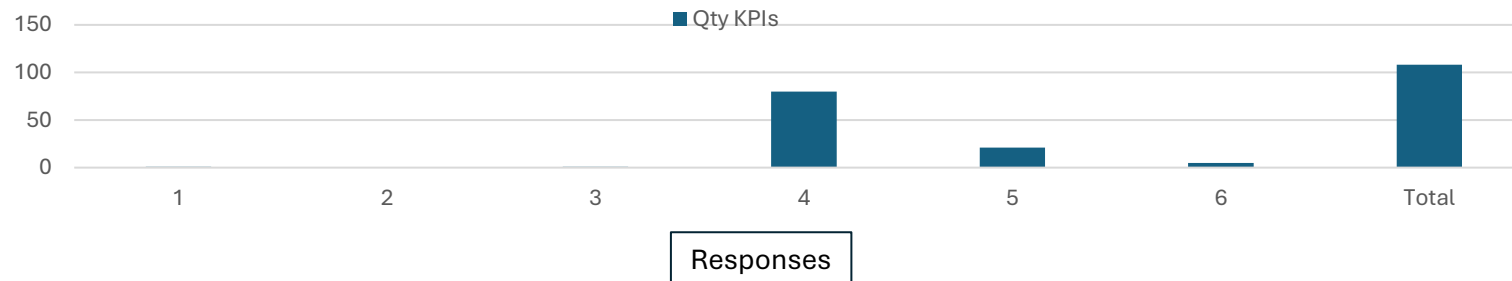


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STUDY STATUS SUMMARY

- **TSG Representatives held several Meetings to agree on:**
 - Purpose and Deliverables of Study
 - Mechanism to collect KPI data – Agreed on Sending out a Survey
 - Stages of Analysis – Primary and Secondary
 - Sequence and reporting detail to GIIGNL – Primary and Final
 - SharePoint Site was set up as a repository for TSG Representatives
- **Survey was sent out to TSG Representatives September – Target Responses by September 19th.**
- **Survey Responses were received by September 19th. Response statistics are as follows:**
 - Six (6) Responses Received
 - KPI data from responses were 108 Line items (see Profile below)



- **Survey responses were analyzed, and Primary report is contained here-in.**

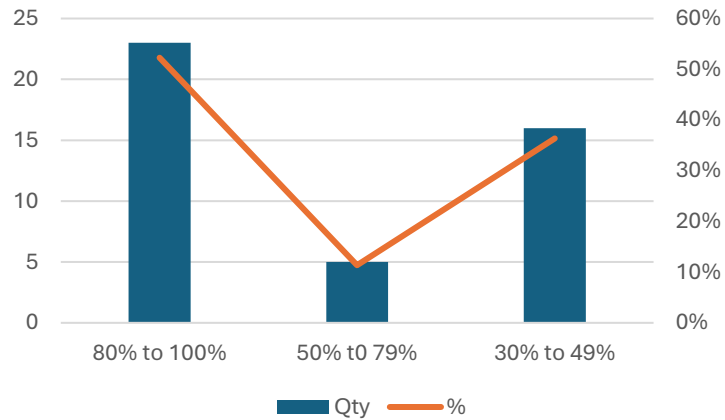


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RESPONSE STATISTICS – 06 Responses received

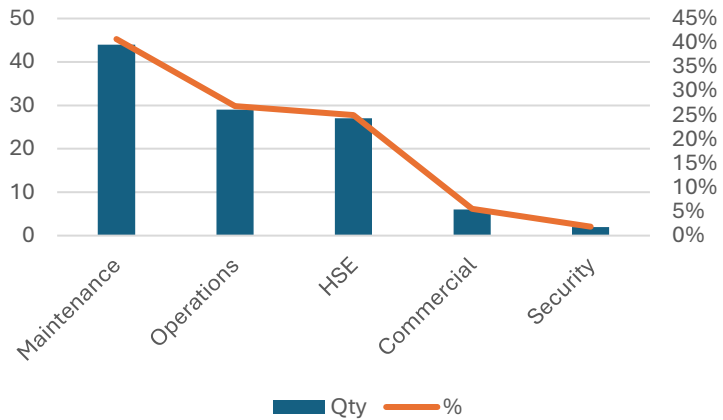
Data Completeness



Data Completeness

	Qty	%
80% to 100%	23	52%
50% to 79%	5	11%
30% to 49%	16	36%

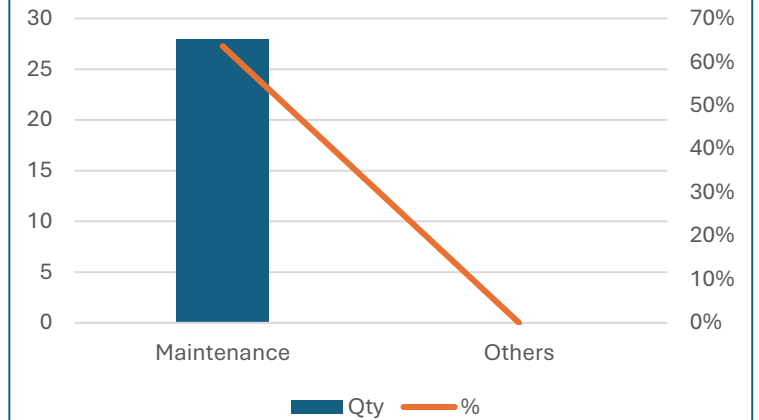
Departmental KPIs Received



Departmental KPIs Received

	Qty	%
Maintenance	44	41%
Operations	29	27%
HSE	27	25%
Commercial	6	6%
Security	2	2%

KPI Definitions Populated



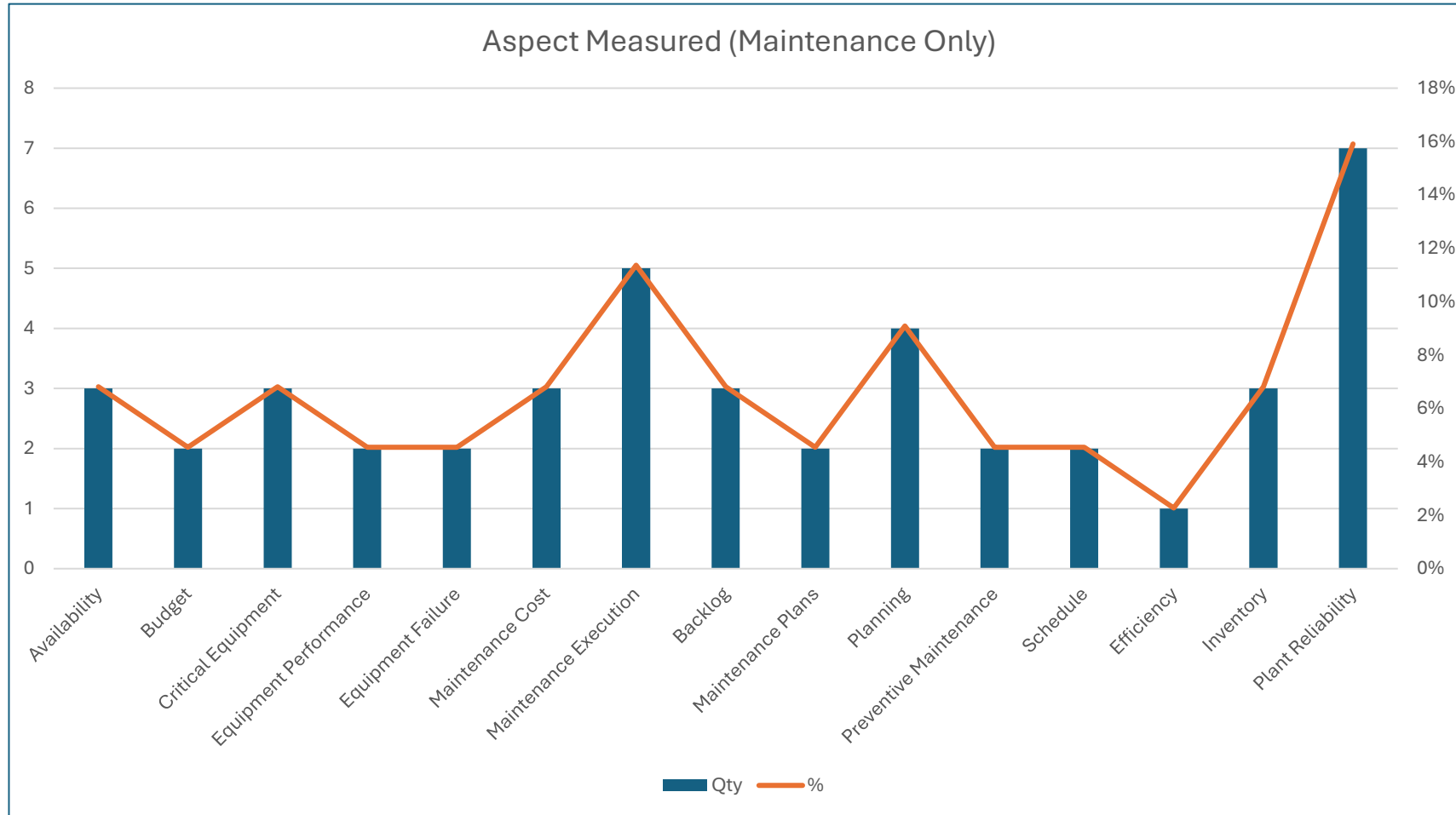
KPI Definitions Populated

	Qty	%
Maintenance	28	64%
Others	0	0%



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RESPONSE STATISTICS – Maintenance Only



Aspect Measured (Maintenance Only)		
	Qty	%
Availability	3	7%
Budget	2	5%
Critical Equipment	3	7%
Equipment Performance	2	5%
Equipment Failure	2	5%
Maintenance Cost	3	7%
Maintenance Execution	5	11%
Backlog	3	7%
Maintenance Plans	2	5%
Planning	4	9%
Preventive Maintenance	2	5%
Schedule	2	5%
Efficiency	1	2%
Inventory	3	7%
Plant Reliability	7	16%

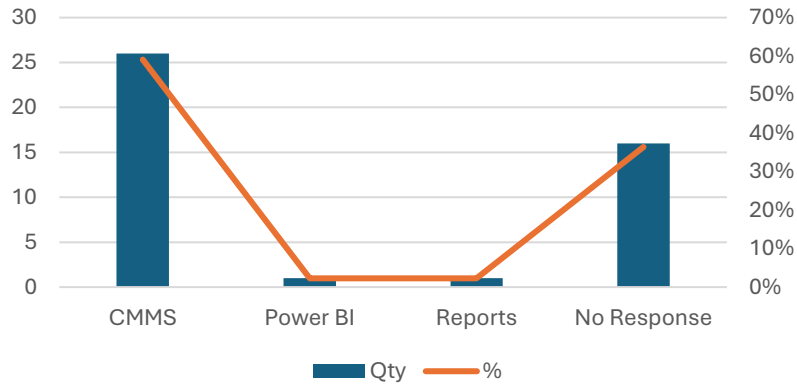


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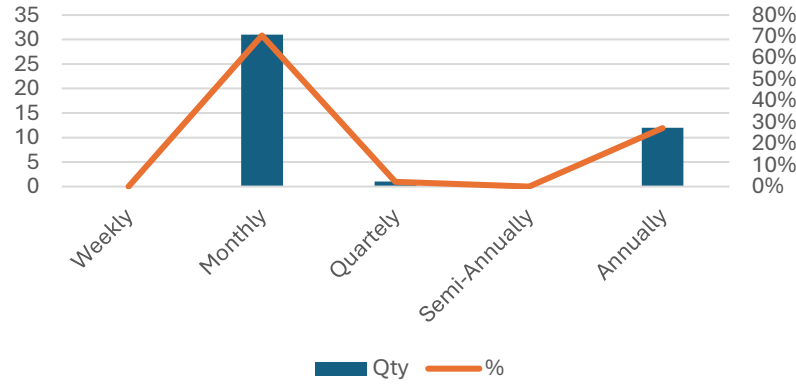
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RESPONSE STATISTICS – Maintenance Only

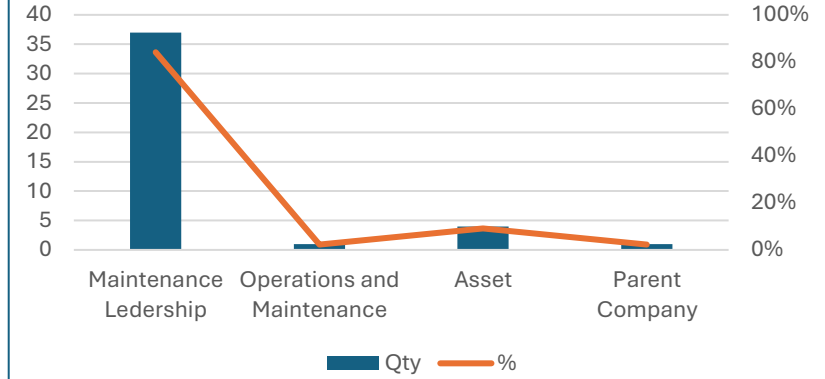
Source Data



Measurement Frequency



Highest level Reporting



Source Data

	Qty	%
CMMS	26	59%
Power BI	1	2%
Reports	1	2%
No Response	16	36%

Measurement Frequency

	Qty	%
Weekly	0	0%
Monthly	31	70%
Quarterly	1	2%
Semi-Annually	0	0%
Annually	12	27%

Highest Level Reporting

	Qty	%
Maintenance Ledership	37	84%
Operations and Maintenance	1	2%
Asset	4	9%
Parent Company	1	2%



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Survey Analysis Report

Although some very good statistical information was extracted from the Survey responses, the analysis revealed that the population received from this Survey is not sufficient to determine any trends, common practices or correlation.

Out of the Six (6) Responses received, only two (2) were well populated and contained most of the data.

The Survey was constructed with several drop-down selections to make grouping and analysis easier and to be consistent with definitions. Many of these were either not populated or did not correlate with other values in the same line entry.

Some Major outcomes intended to be achieved by this survey such as Calculations and KPI Relationship (Leading/Lagging) could not easily be determined. Even though many of the Data Sources were reported as automatic, the mathematical formula was seldom populated on the survey.

Recommendation

The recommendation is to allow more time for additional participants to complete their Survey responses as well as conduct a training session to ensure that participants are conversant with using the Survey Template.