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(17) in EMSD/LESD 7-2/4 Pt. 4

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12 May 2009

All Registered Lift Contractors

Dear Sirs,

Circular No. 8/2009

Maintenance Performance Rating of Registered Lift Contractors

With a view to enhancing the transparency of the performance of the trade in the delivery of lift maintenance services, the Working Group for Improvement of Lift Safety, with members representing registered contractors, the Lift and Escalator Contractors Association, the Registered Elevator and Escalator Contractors Association Limited, the Hong Kong General Union of Lift and Escalator Employees, and this department, agreed on 28 April 2009 to launch a Maintenance Performance Rating Scheme to show the performance indices of all the contractors under the same rating system. The framework and operational arrangement for the Maintenance Performance Rating Scheme are shown in the attached document.

Commencing 1 June 2009, the PM points accorded to registered lift contractors from Performance Monitoring Points System (“PMPS”) inspections of lift maintenance works will be used for the calculation of the performance indices. The first posting of contractors’ maintenance performance rating on the departmental website for reference of the public is scheduled to be made in early September 2009 and thereafter to be updated on a regular basis.

Details of the PMPS can be observed from Circular 10/2005 issued on 9 September 2005. It should be noted that the PMPS may be updated from time to time and reference should be made to the latest version.

Yours faithfully,



(Arthur K.H. WONG)

for Director of Electrical and Mechanical Services

Encl.

- c.c. The Director of the Architectural Services (Attn.: CBSE/2)
The Director of Buildings
The Director of Housing (Attn.: SM/QM)
The Lift and Escalator Contractors Association
The Registered Elevator and Escalator Contractors Association Limited
The International Association of Elevator Engineers
The Hong Kong General Union of Lift and Escalator Employees

This Circular has been superseded by Circular No. 21/2009 commencing 1 January 2010.

**Maintenance Performance Rating
Of
Registered Lift Contractors**

This Circular has been superseded by Circular No. 21/2009 commencing 1 January 2010.

(Issued on 12 May 2009)

Rating of the Maintenance Performance of Registered Lift Contractors

A. Source of assessment results

1. The rating system will make use of the performance monitoring (“PM”) points accorded for non-compliant items identified during performance monitoring points system (“PMPS”) inspections.
2. Only PMPS inspection results for lift maintenance works of registered lift contractors will be used for determining the performance rating of the registered lift contractors.
3. PMPS inspections of new installation or major alteration of lift for lift car decoration right after issuance of permit-to-use (Form 6) affecting the dead weight of the lift car shall be excluded for the rating assessment.

B. Methodology

1. The lift maintenance performance of registered contractors will be rated by the performance index, i.e. scores, of individual contractors.
2. The full marks are set at **10 points**.
3. The performance of the contractor over the assessment period will be calculated by deducting the averaged PM points accorded to the contractor from PMPS inspections of lift maintenance works from the full marks:

$$\text{Performance Index} = (10 \text{ Points} - \text{Averaged PM Points})$$

4. The score of individual contractor will be shown in the rating list only when not less than five lifts under the maintenance responsibility of the contractor have received PMPS inspections in the assessment period.
5. The rating list will be updated **quarterly**.
6. The PM points accorded from PMPS inspections for assessment of the maintenance performance will be valid for **12 months**. In other words, the maximum assessment period will be the last **12 calendar months**.

C. Template (with artificial names and scores)

Maintenance Performance Rating of Registered Lift Contractors				
Contractor No.	Name of RLC	Cumulated PM Points	No. of Lifts Inspected	Performance Index
				as at dd Month Year
RLC X3002	ACB	6	72	9.92
RLC X4001	KI KTL	8	36	9.78
RLC X4002	LS EWJ G	34	50	9.32
RLC X6001	JLS NLFD	0	14	10.00
RLC Y6002	KSOG EE	0	5	10.00
RLC Y6002	KWDFP SEE	4	39	9.90
RLC Z7001	DDD SS	-		⊖
RLC Z7002	AKLS	0	10	10.00
RLC Z2002	PJHOE	-	-	Δ

Remarks:

- The maximum score is 10 points.
- The performance index is calculated by deducting from the full marks of 10 points the averaged Performance Monitoring (“PM”) points, i.e. cumulated PM points divided by number of inspections.
- No PM points will be accorded to the contractor if the particular lift installation designated for Performance Monitoring Points System (“PMPS”) inspection fully complies with the requirements, i.e. no non-compliant items were identified from the inspection.
- The PM points scored per inspection shall be valid for a maximum of **12 months** for assessment of averaged PM points of the cumulative assessment period.
- Details of the PMPS assessment system can be observed from http://www.emsd.gov.hk/emsd/e_download/pps/circular/A3/10_2005.pdf.

⊖ The number of PMPS inspections over the cumulative assessment period has not yet reached the quantity for inclusion of the contractor’s performance in the rating list. Currently the qualifying number of PMPS inspections is set at five.

Δ The contractor does not undertake lift any maintenance work during the assessment period.