

# Critical Success Factors

Success Factor	Target	Minimum Requirement	How Measured
Availability of Facility : Project completed on schedule and planned date of operation achieved	Key milestones met. Loki Shutter Open 24/06/22	Key milestones met. Loki Shutter Open 24/06/22	Reviewed against agreed milestones at Project Board meetings
Cost : project completed within budget	Completed within budget envelope given to the project manager, plus the 5% PM contingency	Completion within allocated budget, including 15% contingency held by the UK project board	Expenditure reviewed against budget at Project Board meetings
Instrument delivers full science specification	To meet science specification as set out in the instrument science case.	To meet neutronic performance predictions as set out in the instrument science case.	Neutronic and scientific review of the instrument before release into the user programme
Stakeholder involvement	Major stakeholders are fully engaged	User community, BEIS, ESS and UK RC's are fully engaged	Consultative review after 5 years
ISIS Development schedule is not effected detrimentally by the ESS project	ISIS Delivers all planned upgrades for the facility	ESS does not affect the ability for ISIS to deliver upgrades	ISIS Strategic plan
Major skills developed and retained	Key technical and managerial skills are developed and retained	Key technical and managerial skills are retained	ISIS Management team review of skills base
SHE	No major or moderate SHE incidents during the project related to the project work.	No major SHE incidents during the project related to the project work.	Review of safety incidents related to the project by the Project Board.