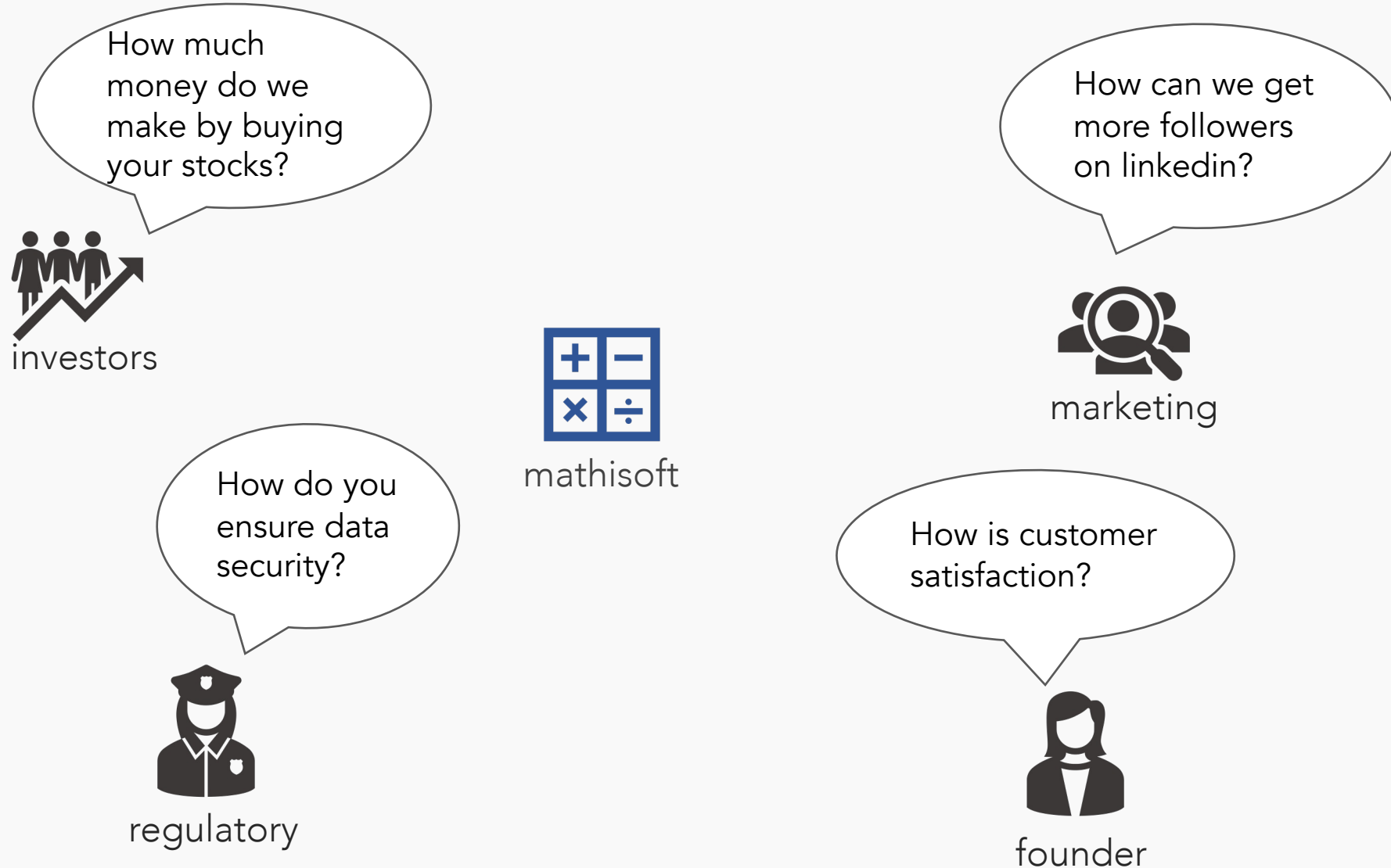


kokchun giang

use **KPIs** to track an
organisations business
objectives



company mathisoft meets different **stakeholders**



help mathissoft to distribute the **KPIs** to the stakeholders



investors

How much money
do we make by
buying your stocks?

churn rate



marketing

How can we get
more followers
on linkedin?

return on
investment
(ROI)



founder

How is customer
satisfaction?

social
media
metrics



regulatory

How do you
ensure data
security?

% of employees completing
data security training

user
engagement

great, now each stakeholder has its **KPIs**



investors

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so what are KPIs and why are they useful?



ChatGPT

Key Performance Indicators (KPIs) are measurable values that demonstrate how effectively a business or organization is achieving its key objectives. They serve as quantifiable metrics that provide insights into various aspects of performance, helping to assess progress, identify areas for improvement, and make informed decisions.

so what are KPIs and why are they useful?



ChatGPT

Key Performance Indicators (KPIs) are **measurable** values that demonstrate how effectively a business or organization is achieving its **key objectives**. They serve as **quantifiable metrics** that provide insights into various aspects of **performance**, helping to assess progress, identify areas for improvement, and make informed decisions.

identify KPIs

choose one workplace, preferably one you've worked at.

write down as many KPIs you think could be associated to that workplace

now share with your group

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find out KPIs
about your
current school

your team is hired
by your school on a
consulting
assignment to help
them develop
efficient KPIs for
their organisation

