**Introduction**

These are complementary notes to the Wireframe Prototype built to describe a system that can be used to keep track of the KPIs for one or more organizations, grouped by areas, projects, activities or people.

Our objective is to make this application as smart, simple and intuitive as possible. When we talk about being smart, simple and intuitive we are really talking about an application that does the right thing when action is performed, that pre-fills reasonable values where possible, that automatically does as much of the work as possible, that does not have complex configurations, that has an intuitive graphic feedback and that handles different types of KPIs intelligently without having to burden the user with unnecessary complexity.

**About Searches**

Where possible, the system should remember the search parameters last used and when entering the Organization List, Project List, Activity List and KPI list the previous search parameters should be used.

**About KPIs**

The system should allow the following types of KPIs, at least:

* [OVEEQUEFF] Overall Equipment Effectiveness (Availability x Performance x Quality). Unit: Percentage. Direction: Maximize. Average over period.
* [AVAIL] Availability (Run Time / Total Time). Unit: Percentage. Direction: Maximize. Average over period.
* [PERF] Performance (Total Count / Target Counter). Unit: Percentage. Direction: Maximize. Average over period.
* [QUAL] Quality (Good Count / Total Count). Unit: Percentage. Direction: Maximize. Average over period.
* [UTIL] Utilization (% as Actual Use / Capacity). Unit: Percentage. Direction: Maximize. Average over period.
* **[MTBF] Mean time between failures.** Unit: Time Span. Direction: Maximize. Average over period. Mean time between failures (MTBF) is the predicted elapsed time between inherent failures of a system during operation. MTBF is calculated as the arithmetic mean (average) time between failures of a system. For this type of KPI you must record the "Time between failures" and the system will automatically compute the MTFB from these values.
* **[MTTR] Mean time to repair.** Unit: Time Span. Direction: Minimize. Average over period. Mean Time to Repair (MTTR) is a basic measure of the maintainability of repairable items. It represents the average time required to repair a failed component or device. Expressed mathematically, it is the total corrective maintenance time for failures divided by the total number of corrective maintenance actions for failures during a given period of time. For this type of KPI you must record the "average time required to repair a failed component or device” and the system will automatically compute the MTTR from these values.
* Earned Value. Unit: Money. Direction: Maximize. Sum over period.
* Amount Spent. Unit: Money. Direction: Minimize. Sum over period.
* **[REVENUE] Revenue.** Unit: Money. Direction: Maximize. Sum over period. Revenue is the income that an organization has from its normal business activities. In accounting, revenue is often referred to as the "top line" due to its position on the income statement at the very top. This is to be contrasted with the "bottom line" which denotes net income. For private organizations, revenue usually considers income from the sale of goods and services to customers and is also referred to as sales or turnover. For non-profit organizations, revenue may be referred to as gross receipts and typically includes donations from individuals and corporations, support from government agencies, income from activities related to the organization's mission, and income from fundraising activities, membership dues, and financial securities such as stocks, bonds or investment funds.
* [COUNT] Counter. Unit: Integer. Direction: Maximize. Sum over period.
* Collections. Unit: Money. Direction: Maximize. Sum over period.
* Earnings. Unit: Money. Direction: Maximize. Sum over period.
* Average Time to Deliver. Unit: Time Span. Direction: Minimize. Average over period.
* Debtor days (average time payment takes). Unit: Time Span. Direction: Minimize. Average over period.
* Creditor days (average time that an organization takes to pay its creditors). Unit: Time Span. Direction: Minimize. Average over period.
* Cycle Time (time it takes to perform a specific function). Unit: Time Span. Direction: Minimize. Average over period.
* [SALES] Sales. Unit: Money. Direction: Maximize. Sum over period.
* [PERCEPTION] Perception. Unit: Percentage. Direction: Maximize. Average over period.
* [TTP] Time to process. Unit: Time Span. Direction: Minimize. Average over period. Time to process (or TTP) is the measure of how long it takes for the organization to process a certain type of event, such as “time required to file a claim” or “time to complete a request”.

The system should also allow users to create other KPIs that are not in the list above as:

* **Generic Percentage.** Specify the direction (minimize or maximize) and whether we calculate averages or sums over the period. For a percentage KPI you must specify whether the system should consider an increase of percentage as a good thing (Maximize) or a decrease (Minimize) and whether the system should average individual values over the period or add them.
* Generic Decimal Number. Specify the direction (minimize or maximize) and whether we calculate averages or sums over the period. For a decimal KPI you must specify whether the system should consider an increase in value as a good thing (Maximize) or a decrease (Minimize) and whether the system should average individual values over the period or add them.
* Generic Integer Number. Specify the direction (minimize or maximize) and whether we calculate averages or sums over the period. For an integer KPI you must specify whether the system should consider an increase in value as a good thing (Maximize) or a decrease (Minimize) and whether the system should average individual values over the period or add them.
* Generic Time. Specify the direction (minimize or maximize) and whether we calculate averages or sums over the period. For a time-span KPI you must specify whether the system should consider an increase in value as a good thing (Maximize) or a decrease (Minimize) and whether the system should average individual values over the period or add them.
* Generic Money. Specify the direction (minimize or maximize) and whether we calculate averages or sums over the period. For a money KPI you must specify whether the system should consider an increase in value as a good thing (Maximize) or a decrease (Minimize) and whether the system should average individual values over the period or add them.