Setting Key Performance Indicators (KPIs)

KPIs you set can vary depending on the type of business and the product/service being provided.

Imagine your project is a human being. How might we measure this person's health?

- Blood pressure?
- Temperature?
- Vitamin/Iron levels?

In a software development project, we might monitor our quality of work or progress by measuring…

Code Quality	Efficiency (lines of code), complexity, scalability, maintainability (*# comments*)
Testing Quality	Tests performed, successful tests, bugs/defects found, bugs/defects fixed
System Performance	Requirements met, page load time, security, responsiveness, load handling, reliability
Productivity	Tasks completed; hours worked - can be based around sprints vs story points (if Agile)
Customer Satisfaction	Client/user satisfaction survey score – from surveys

ⓘ Your KPIs should be specific to the brief you've been set ⓘ

↓ However, these give you some idea of what your KPIs might look like ↓

Code Quality	Reduce lines of code written for each functional requirement by 10%
	Implement Loops/Functions/OOP at least once for each feature by the end of each sprint?
	OOP - Increase depth of inheritance by at least 1 level for every class/object by [April]
	Ensure the number of products? stores? users? can be increased without altering code
	Include clear comments for every 10 lines of code (on average) by the end of each story point
Testing Quality	Perform at least 20 tests on the feature currently in development every week
	Ensure at least 80% of failed tests carried out are resolved before the end of every day
	At least 5 bugs/defects found for each function/feature on each testing day
System Performance	Page/screen load time must be no more than 2 seconds on any page
	Query/Database update time <2 seconds per simple query <3 seconds per complex query,
	>90 of user requirements must be met by the end of the prototyping phase
Productivity	Complete at least XXX story points per sprint/week
	Complete > 85 % of features on or ahead of schedule/deadlines
	Spend a minimum of 10 hours a week working on development of …
	30% of solutions are to be delivered ahead of schedule, in order to gather appropriate feedback
Client/User Satisfaction	Client/user satisfaction ratings to stay above an average of 90% for each feature
	All client/user usability surveys rated an average of 4 out of 5 stars
	< 20% of users report a problem with the prototype/solution
	90% Satisfaction with the acceptance testing performed on solutions
	<20% of requests to alter/refine the prototype to result in a follow-up request

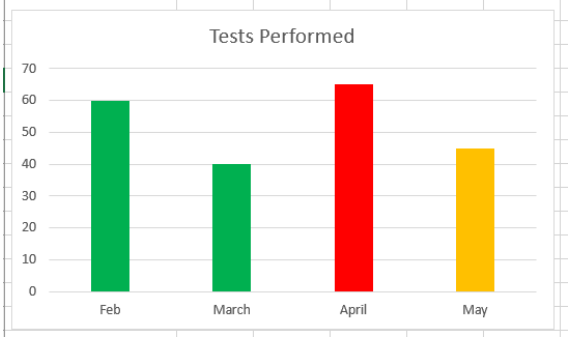
ⓘ The spec says KPIs should be set for Responsiveness, Load handling & reliability ⓘ

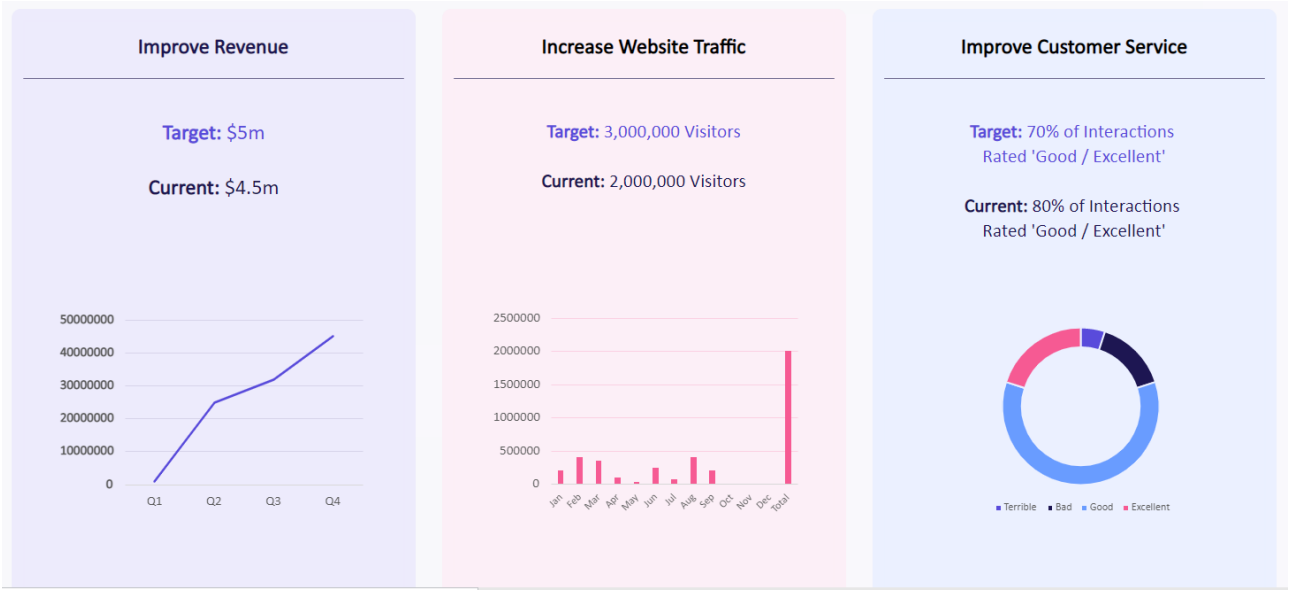
More help with, and examples of KPIs 🖇 🖇

Monitoring performance against your KPIs

If you want to be really clever, you may want to keep track how you are performing against your KPIs by generating visualisations like these:

	Feb	March	April	May	Target
Tests Performed	60	40	65	45	50
Hours Worked	110	105	80	120	100
Customer Satisfaction	70%	100%	90%	85%	85%





For this you could use:

- Excel
- An online KPI dashboard tool