



# ***Module 4***

## ***Key Performance Indicators***



# ***Performance measurement***

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- **Reasons for measuring performance**
  - Measuring performance
  - Benefit of performance management analytics tools
- **Measurement requirements**
  - Measuring for learning and improving performance
  - External and compliance reporting requirements
  - Measurements for controlling and monitoring
  - How best practice organizations drive performance

# ***Measures and Metrics***

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- **Measure**
- **Metric**
- **Objective of metrics**
- **Differences between strategic and operational measures**
- **Selecting the right metrics**
- **Qualitative and quantitative metrics**

# ***Key Performance Indicators (KPIs)***

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- **What is a key performance indicator**
- **KPI characteristics**
- **Which KPIs should be used**
- **KPIs commonly used**
- **KPI management**
- **Benefits of KPIs**
- **Problems with KPIs**

# ***Using metrics on dashboards***

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- **Metrics should correlated with an organization's success**
- **Align metrics with the strategic goals**
- **What the right metrics indicate**
- **Include unique measures**
- **Effect of selecting random metrics**
- **Metrics to include on a dashboard**
- **Basic indicator rules**

# ***Developing and keeping metrics effective***

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- **Obtain buy-in**
- **Benefit of simplicity**
- **Empower users**
- **Avoid perfectionism**
- **Review selected metrics periodically**
- **Pitfalls of incentives**
- **Check data quality periodically**