

KPI Calculation Guide

Procurement ROI

$(\text{Total Savings} - \text{Procurement Cost}) / \text{Procurement Cost}$. Measures the efficiency of procurement operations.

% of Spend Under Management

Spend influenced or controlled by Procurement divided by total organizational spend.

Internal Customer Satisfaction Score

Derived from stakeholder surveys evaluating Procurements performance.

Maverick Spend Rate

Percent of purchases made outside approved processes or contracts.

Contract Coverage Ratio

Percent of total spend governed by active, signed contracts.