

KPI Calculation Guide

KPI Calculation Guide (Full)

Procurement ROI

$(\text{Total Savings} - \text{Procurement Cost}) / \text{Procurement Cost}$

% of Spend Under Management

$\text{Spend influenced by Procurement} / \text{Total Spend}$

Procurement Cost as % of Spend

$\text{Procurement Operating Cost} / \text{Total Spend}$

Internal Customer Satisfaction Score

Survey-based score from stakeholders

Policy Compliance Rate

% of transactions compliant with policies

Procurement Maturity Index

Self-assessed maturity level vs frameworks

% of Spend Analyzed

$\text{Classified spend} / \text{Total spend}$

Number of Categories with Defined Strategies

Total categories with strategies

% of Tail Spend

$\text{Non-strategic spend} / \text{Total spend}$

Category Savings (YoY)

Annual savings by category

Opportunity Realization Rate

$\text{Realized} / \text{Identified opportunities}$

Category Maturity Score

Qualitative rating on category practice

Strategic Sourcing Savings

Savings from competitive sourcing

Average Sourcing Cycle Time

Time from RFI to contract signature

% of Events Using eSourcing Tools

eSourcing adoption rate

% of TCO-Based Decisions

TCO vs price-based decisions

Number of Competitive Bids per Event

Supplier competition per RFx

Sourcing Plan Compliance

% sourcing completed as planned

% of Strategic Suppliers with SRM Programs

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Active SRM relationships

Supplier On-Time Delivery Rate

Orders delivered on or before due

Supplier Quality Score

Delivery acceptance / total shipments

Supplier Risk Score

Composite score of financial, ESG, geo-risk

% of Spend with Diverse Suppliers

Minority-/Women-owned spend %

Supplier Innovation Contribution

Ideas/value contributed by suppliers

Contract Coverage Ratio

% of spend under contract

Contract Compliance Rate

Spend compliant with contract terms

Contract Cycle Time

Time to execute a contract

% of Automated Contract Renewals

Renewed without negotiation

% of Standard Terms Used

Library clause adoption rate

Contract Risk Rating

Risk level based on terms/language

Purchase Order Cycle Time

Requisition to PO time

% of PO Automation

Auto-created POs via catalogs/rules

Invoice Match Rate

% of 3-way matches

% of Spend on P-Cards or Catalog

P-card/catalog % of total spend

Maverick Spend Rate

Spend outside approved processes

Cost per PO

Fully loaded cost per PO issued

Data Accuracy Score

% clean, categorized, duplicate-free data

Procurement Tech Adoption Rate

% of staff using core platforms

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% of Decisions Informed by Analytics

Decisions backed by dashboards/reports

Time to Generate Procurement Reports

Request to delivery time

Number of AI/Automation Use Cases Deployed

of active AI/automation projects

ROI from Digital Procurement Tools

Savings vs cost of digital tools

% of Procurement Staff with Certifications

% certified by CIPS/CPSM/PMP

Training Hours per Employee

Annual average training per FTE

Procurement Employee Engagement Score

From HR or internal surveys

Attrition Rate

% of staff exiting per year

Succession Plan Coverage

% of key roles with backups

Skills Gap Index

% of critical roles with unmet competency