**KPI – Key Performance Indicators**

Using KPI metrics is a way for businesses to quantify their business objectives so they can regularly check up on their performance and determine where they are successful and where they need to improve. The KPIs a business follows will depend upon its particular industry, and while some metrics will be important across an organization, each department will also likely track KPI metrics specific to its own goals.

KPIs can be used within a company or department to track its goals and determine how best to fine tune its core practices to achieve the best results.

KPI software capable of creating simple dashboards that track a wide range of KPIs in an easy-to-understand, compelling visual format.

Users have the ability to quickly create new KPI dashboards and drill deeper into numbers that explain exactly what is going on in the business.

Users have access to an extensive range of data that they can analyze granularly, granting them insight into very specific subsets of information.

From there, managers can easily take all of these analyses and automatically convert them into a visual format—charts, tables, gauges, and presentations—which are easy for even non-technical workers to understand.

## Examples of KPIs

The specific KPIs that you need to measure can differ greatly from industry to industry, but when it comes down to it, they are all tracked to aid in accomplishing the same goal: increasing your profit margin. Furthermore, most KPIs fall into one of the following four categories:

* **Revenue improvement**
* **Cost reduction**
* **Process cycle-time improvement**
* **Increased customer satisfaction**

### Business Process – Key Performance Indicators

### Service Level Agreement (SLA) – Key Performance Indicators

The following are key metrics for gauging [business process](http://www.pnmsoft.com/resources/bpm-tutorial/business-process/) performance:

* **Percentage of processes where completion falls within +/- 5% of the estimated completion**
* **Average process overdue time**
* **Percentage of overdue processes**

### Service Level Agreement (SLA) – Key Performance Indicators

The following are key metrics of SLA performance:

* **Percentage of service requests resolved within an agreed-upon/acceptable period of time**
* **Cost of service delivery as defined in Service Level Agreement (SLA) based on a set period such as month or quarter**
* **Percentage of outage (unavailability) due to implementation of planned changes, relative to the service hours**
* **Average time (e.g. in hours) between the occurrence of an incident and its resolution**

### Service Quality – Key Performance Indicators

The following are KPI reporting examples for gauging Service Quality performance:

* **Cycle** **time** from request to delivery
* **Call length** – the time to answer a call
* **Volume of calls handled**– per call centre staff
* **Number of escalations** how many bad
* **Number of reminders** – how many at risk

### Efficiency – Key Performance Indicators

The following are KPI reporting examples indicating Efficiency performance:

* **Cycle time from request to delivery**
* **Average cycle time from request to delivery**
* **Call length**
* **Volume of tasks per staff**
* **Number of staff involved**
* **Number of reminders**

### Compliance – Key Performance Indicators

The following are KPI examples for Compliance performance:

* **Average time lag between identification of external compliance issues and resolution**
* **Frequency (in days) of compliance reviews**

### Budget – Key Performance Indicators

* **Sum of deviation in money of planned budget of projects**

### Index used in Key Performance Indicators

The following indices are used in KPI as indicators:

**Tolerating**: The user notices performance lagging within responses greater than T, but continues the process.  
**Frustrated**: Performance with a response time greater than F seconds is unacceptable, and users may abandon the process.  
**Satisfied**: The user is fully productive. This represents the time value (T seconds) below which users are not impeded by application response time.

<http://www.pnmsoft.com/resources/bpm-tutorial/key-performance-indicators/>

<https://www.klipfolio.com/resources/articles/what-is-a-key-performance-indicator>

<https://www.optimizesmart.com/understanding-key-performance-indicators-kpis-just-like-that/>

<https://culytics.com/blogs/top-kpis-for-online-banking>

### <https://culytics.com/blogs/kpis-for-finance>

### [**Top KPIs for Finance**](https://culytics.com/blogs/kpis-for-finance)

 KPIs or key performance indicators are often quantifiable in the field of finance. They help a financial institution to design its strategic roadmap and push the company towards a direction it would like to move towards through giving it goals which can be achieved with the present resources- while at the same time planning towards acquiring the resources the company would like to utilize and invest in. According to CFO Key Performance Indicators (KPI) survey, done by PWC

“**28% of the companies which responded, track more than 20 or fewer than 5 KPIs.  
Less than half of the respondents believed that KPIs help in monitoring the long-term  
strategic goal of the company.  
More than 1/3rd of the respondents reviewed their KPIs quarterly or more frequently.”**

<https://opsdog.com/categories/kpis-and-metrics/banking>

<https://www.pwc.com/gx/en/banking-capital-markets/transaction-banking-compass/assets/pwc-transaction-banking-compass-nov-2012.pdf>

bakertilly.com/insights/banking-industry-benchmarks-kpi-report/

SAMPle Query format:

SELECT

Coloumn1 as ‘Price;

Column 2 as “Qty’,

**CONVERT(varchar,col3,109)**AS MONTH

FROM TABLE

GROUP BY

MONTH

HAVING Condition.