

Sheet 2 - Weekly Team KPI Tracking Sheet

Link to sheet :

<https://docs.google.com/spreadsheets/d/1RHCckzmudOT8LLC4-JD13LPP3P84e2TD1u69RtysiUY/edit?gid=703124017#gid=703124017>

The next sheet to tackle was a little more chaotic. A sheet that was populated at the end of every Friday, and discussed in our end of week Friday wrap up. It's a comprehensive overview of everyone's KPIs that week. It had similar issues to the other sheets, difficult to understand, considerable amounts of data redundancy, hundreds of manual calculations and only the senior staff (4 of the 12 team members) had the knowledge to populate it. With the improvements **I was able to increase the speed of completion on this sheet by minimum 50% and the entire team was able to populate and understand it with ease.** Typically cells E & I would be hidden to avoid human errors messing up the formulas (as you can see it is for the other teams besides team 1), however for your review I have unhidden them in team 1.

1. Since the KPIs were already set in stone, I familiarized myself with the math that was taken into each one. Then I removed all of the manual calculations, cutting the total data entries from over 800, down to around 450. Reducing time to complete from 1 hour to 25 minutes or less.
2. With this volume of data for 12 people, it was hard to understand at a glance, or discuss at our end of week meetings spontaneously. So I introduced a traffic lightning system with conditional formatting to instantly highlight the weekly stats and tell a story in seconds. This was done by collaborating with senior stakeholders on KPI expectations. It allowed us to have more productive end of week meetings, focusing on the 'why' things happened instead of 'what' happened.

Talent Success Team KPIs	Team Member 1			
	Total	Missed	Hit	%
Week Start Date				
Tertiary Metric 1	200			200
Tertiary Metric 2	321			321
Tertiary Metric 3	✓		TRUE	Done
Tertiary Metric 4	✓		TRUE	Done
Tertiary Metric 5	✓		TRUE	Done
Key Metric 1 Title				
Key Metric 1a	255	55	200	78%
Key Metric 1b		34		17%
Key Metric 1c - (no input)			166	65%
Key Metric 2 Title				
Key Metric 2a	655	150	505	77%
Key Metric 3 Title				
Key Metric 3a	57	17	40	70%
Key Metric 3b		7		18%
Key Metric 3c - (no input)			33	58%
Secondary Metric 1 Title				
Secondary Metric 1a	10	2	8	80%
Secondary Metric 1b	7	0	7	100%
Secondary Metric 2 Title				
Secondary Metric 2a	17	4	13	76%
Secondary Metric 2b		7		54%
Secondary Metric 2c - (no input)			6	35%
Secondary Metric 3 Title				
Secondary Metric 3a	12	1	11	92%
Secondary Metric 3b		3		27%
Secondary Metric 3c - (no input)			8	67%

3. Between rows 37-40 I added a few metrics which auto calculate from the existing data, it provides an overview into your week, grouping a specific handful of the above metrics into a few easy to read cells

Overall Metric 1 Title	317	
Overall Metric 1a	240	76%
Overall Metric 2b	45	19%
Overall Metric 3c	195	62%

4. Delivered training sessions on the new design and process to the team. I also included instructions on how to populate each section down the A column for easy constant access. Now that the entire team was able to confidently populate it with a much better understanding of their KPIs, senior staff no longer needed to spend time on the admin.
5. Introduced the team groupings at the end of the sheet to introduce the friendly competition again but more importantly for each team leader to review in the Friday meetings. I believe this and a few other factors across these 3 sheets are key contributors to over 15% increase on the key KPIs during my tenure.

All Teams Overall Weekly KPIs			Team 1 Overall Weekly KPIs			Team 2 Overall Weekly KPIs			Team 3 Overall Weekly KPIs		
Total	Acheived	%	Total	Acheived	%	Total	Acheived	%	Total	Acheived	%
266		266	161		161	324		324	314		314
315		315	304		304	329		329	311		311
6	4	67%	2	2	100%	2	0	0%	2	2	100%
6	5	83%	2	2	100%	2	2	100%	2	1	50%
6	5	83%	2	2	100%	2	1	50%	2	2	100%
1496	1310	88%	606	534	88%	490	439	90%	400	337	84%
216		16%	68		13%	39		9%	109		32%
	1094	73%		466	77%		400	82%		228	57%
3568	2675	75%	1443	1149	80%	1203	919	76%	922	607	66%
218	162	74%	101	67	66%	62	53	85%	55	42	76%
50		31%	11		16%	23		43%	16		38%
	112	51%		56	55%		30	48%		26	47%
35	28	80%	15	11	73%	11	9	82%	9	8	89%
37	34	92%	14	12	86%	15	15	100%	8	7	88%
145	126	87%	45	40	89%	59	53	90%	41	33	80%
57		45%	24		60%	22		42%	11		33%
	69	48%		16	36%		31	53%		22	54%
102	83	81%	34	29	85%	35	27	77%	33	27	82%
23		28%	10		34%	6		22%	7		26%
	60	59%		19	56%		21	60%		20	61%
211	136	64%	55	27	49%	73	55	75%	83	54	65%
35		26%	6		22%	22		40%	7		13%
	101	48%		21	38%		33	45%		47	57%

6. Finally introduced the 'NPS calculator' sheet, NPS scores were stored in an internally developed system, and to figure each person's score, they were counting each individual's positive, negative and neutral scores, then typing out a manual formula. I introduced a page where you can just copy and paste the entire NPS section, and the score will be figured out for you. Saving a few minutes per team member and removing room for human error.

The team leads gave some great feedback on this sheet, saving them lots of time, and they also contributed some of the KPI improvements to the team having a better understanding of what they were being measured on.