

KPI Template

KPI - <name_goes_here>							
Element	Properties						
Goals	G1	G2	G3				
Critical Success Factor	Name	Description					
KPI	Name	Description	Value	Unit	Measurement Frequency	Target	Action
Metric(s)	Name	Value	Unit	Measure(s)	Name	Value	Unit

KPI Checklist

Checklist Item	Status
De-linked from HR-based financial incentives	<input type="checkbox"/>
Has a target value	<input type="checkbox"/>
Has an action	<input type="checkbox"/>
Quantifiable	<input type="checkbox"/>
It is a continuous measurement	<input type="checkbox"/>
It is frequently measured	<input type="checkbox"/>

Questions [background]

1. What does the KPI mean in general?
2. Since when does your company have this KPI?
3. Since when do you personally work with this KPI?

Questions [specific]

1. How do our template concepts (goal, CSF, KPI, metric, measure) fit with the terminology used in your organization?

Goals

2. What are the high-level goals?
3. How are goals linked to KPIs in the dashboard?

CSF?

4. What is the critical success factor for this goal?
5. Why? Do you have something comparable to a CSF?

KPI

6. How is this KPI quantified?

Target

7. How are the targets set for KPIs? Where do they come from?

Action

8. How are actions linked to KPIs in the dashboard?
9. How is this action chosen?
10. How is the time for action decided?

a. Is it scheduled in a recurring manner?

b. Is it triggered by an alert?

i. How do alerts work?

11. Do all KPIs have actions?

Metric and Measures

12. Where is it measured?

Questions [validation]

13. Now that we have filled the model, do you think everything is correct?

14. Would such a model help you in the future?

a. Why so?

b. Why not?

15. Do you have any suggestions? Would you change something?

Questions [closing]

16. Do you have closing remarks?