

KEY PERFORMANCE INDICATOR 2024



DIVISION	Business Transformation and Strategy
DEPARTMENT	Project Management Office
UNIT	
JOB TITLE	Business Intelligence Officer

Objective: Ensure that targets are defined and agreed with the employee and communicate to the employee the employer's expectations of the employee's performance and accountability in alignment with the company's strategic focus for the Financial Year. The KPIs stated in this document shall form the basis for employees' monthly scorecard which shall be communicated accordingly.

Please note that the cumulative score of every individual will ultimately be read as the team's monthly performance.

	JOB KEY PERFORMANCE INDICATORS(KPI)	TARGET	WEIGHT	TIME BOUND OUTCOME (TURN AROUND TIME) 24hrs/48hrs/72hrs
1	Prepare and continuously update all approved performance measurement dashboards, scorecards, and trackers a. Monthly Corporate Performance dashboard to be prepared within 5 days of a new month. b. Half-year performance report to be prepared by July of every year. c. Annual corporate performance reports must be prepared on or before annual strategy sessions. d. All approved performance trackers are to be disseminated within 48hrs. e. Nil error on all dashboards, reports, and trackers prepared.	100%	20	Weekly Monthly Quarterly
2	Drive value addition by providing meaningful insights and analysis on all performance reports prepared. a. Insights to accompany all reports prepared at all times. b. Nil errors and misinformation on insights at all time.	100%	10	Quarterly (Q1)
3	Support in the documentation of approved strategies, identify and follow up on action owners for execution. a. Periodic follow-up with the action owners on a weekly basis b. 80% feedback from action owners on a weekly basis.	100%	5	Weekly Monthly Quarterly
4	Develop Key Performance Indicators (KPI) to drive the actualization of performance strategies. a. Measurable KPIs to be developed and agreed upon with action owners at all times b. Develop data-gathering templates as may be required for performance strategies.	100%	10	Weekly Monthly Quarterly
5	Provide timely feedback on requests for performance data and information as may be referred to the department. Feedback on requests to be made within timelines agreed with the requesting stakeholder.	100%	10	Weekly Monthly Quarterly
6	analysis of business proposals received from 3rd party vendors Minigrid, Franchising, etc. a. Analysis to be provided within timelines stipulated. b. Nil errors in the financial analysis provided at all times.	100%	15	Weekly Monthly
7	Support in the conduct of research on industry measurement standards, benchmarking, and Best Practices. Provide data on industry measurement standards benchmarking & best practices to the Lead, Scorecard Management at all times.	100%	10	Weekly Monthly Quarterly
8	Proffer continuous improvement initiatives regarding corporate performance reporting. Drive the automation of performance measurement systems with the Information Technology Division at all times.	100%	10	Weekly Monthly Quarterly
9	Provide critical inputs to Finance Division to develop a periodic corporate business plan. Input to be provided within 48 hrs of request.	100%	5	Periodically
10	Perform other sundry assignments as directed by the Lead, Scorecard Management. Within the timeline stipulated by the Lead, Scorecard Management.	100%	5	Weekly Monthly Quarterly

ERODERS

- 5% down for every 24hrs default in meeting timeline
- 5% down for noncompliance with HSE Standards.

BOOSTERS

- 5% up for all documented cost reduction initiative(s).
- 5% up for all positive activities not captured under this Agreement i.e. Process improvement, Projects, Training/training facilitator etc.