KPIs:

|  |  |
| --- | --- |
| KPI | Profits |
| Why measure? | If this has increased profits, we know it is working well |
| How measure? | Measure Profits for one year before implementing our system, then measure profits for one year after implementing our system. |
| Who is responsible for the measurement? | CFO |
| Expected date for measuring | Today to get profits for last fiscal year and then the end of the next fiscal year. |
| Expected values measured | Profits should have increased. |
| Measure |  |
| Plan of action in case the measure is outside the range of the expected measure | Remake or eliminate the system. |
| Responsible for action | IT at the company. |

|  |  |
| --- | --- |
| KPI | Customer Satisfaction |
| Why measure? | To know if customers are happy with how the system currently works. |
| How measure? | Survey customers before implementation and then again after implementation. |
| Who is responsible for the measurement? | Public Relations |
| Expected date for measuring | Today and then one month after the system has been implemented. |
| Expected values measured | Customers should be happier with the service. |
| Measure |  |
| Plan of action in case the measure is outside the range of the expected measure | Remake the system. |
| Responsible for action | IT at the company. |

|  |  |
| --- | --- |
| KPI | Documentation Opinion |
| Why measure? | To know if customers get the information they want from the documentation. |
| How measure? | Ask customers who receive the documentation if it has everything they expect it to, before and after we rewrite it. |
| Who is responsible for the measurement? | Customer Service |
| Expected date for measuring | Today and one month after new documentation is used. |
| Expected values measured | Customers should have a better understanding of how the system works and why it makes the decisions it makes. |
| Measure |  |
| Plan of action in case the measure is outside the range of the expected measure | Rewrite the documentation. |
| Responsible for action | IT at the company. |