KPIs:

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| KPI | Lower Costs |
| Why measure? | If this has lowered costs, we know it is working well |
| How measure? | Measure costs for one use cycle of the system before implementing our system, then measure costs for one use cycle after implementing our system |
| Who is responsible for the measurement? | CFO |
| Expected date for measuring | At the end of the last use cycle of the current program and then the end of the use cycle for our system. |
| Expected values measured | Costs should have decreased. |
| 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. |

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| KPI | Documentation Opinion |
| Why measure? | To know if the contractors get the information they want from the documentation. |
| How measure? | Ask people who receive the documentation if it has everything they expect it to, on a scale of 1-10, before and after we rewrite it. |
| Who is responsible for the measurement? | Customer Service |
| Expected date for measuring | Last month that the old documentation is used and one month after new documentation is used. |
| Expected values measured | People should have a better understanding of how the system works and why it makes the decisions it makes. If the average rating is above 7 it is successful. |
| 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. |