KPIs:

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| 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. If they use the system for choosing winner once in year, then it shouldn’t have any problems, but maybe the time shouldn’t be that specific as we don’t know how often system will be used. |
| 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. |

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| KPI | Customer Satisfaction |
| Why measure? | To know if customers are happy with how the system (which system?) currently works. I don’t know if we even need this kpi… Customers won’t feel that big difference of having this or other system. Their satisfaction could be influenced by so many different things and probably not by the it system. |
| 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. Today won’t be the same day. |
| 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. |

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| KPI | Documentation Opinion |
| Why measure? | To know if customers get the information they want from the documentation. Customers are the company, workers or people who drive the busses? XD |
| 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. It will be pretty hard to measure understanding of the system or decisions. |
| 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. |