KPI Governance Framework

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Purpose

To establish a structured governance model for defining, maintaining, and scaling KPIs—ensuring accuracy, transparency, and alignment across business and analytics teams.

Core Principles

- Accuracy: Valid logic, consistent data sources.
- Transparency: Clear formulas and lineage.
- Accountability: KPI owner, data owner, validator.
- Actionability: KPIs must support decisions.

Governance Structure

A. KPI Owner – Defines purpose, aligns with business.
B. Data Owner – Ensures data integrity and availability.
C. Analytics Owner – Validates formulas, manages audits.
D. Steering Committee – Approves KPI changes, reviews performance.

KPI Lifecycle

1. Definition – Name, purpose, formula, data source, frequency.
2. Validation – Data quality checks, accuracy checks.
3. Reporting – Dashboards, alerts, narratives.
4. Improvement – Versioning, enhancements, sunsetting.

Governance Cadence

- Weekly: Data checks, anomaly detection.
- Monthly: Review cycles, business validation.
- Quarterly: Rationalization and long-term trend analysis.

Risk Management

Risks: inconsistent logic, duplicated KPI versions, manual errors.
Controls: version control, single repository, automated validation.

Expected Outcomes

- Team alignment
- Trust in dashboards

- Fewer escalations
- Clear decision-making
- Strong data culture