



August 2014

Don't forget the big picture!

1. KPIs and Non-Financial Metrics

KPIs are simply measures which are believed or have proven to be strong indicators of future performance. KPIs are useful because they can be available throughout the month (not just at month end), need not be associated with finance, and often have less security concerns. Typical KPIs are:-

- Planned time to do a Job vs Actual time.
- % of Time used on core work (eg. in small companies, technical departments tend act as help desks as well as doing their development work).
- % of quotes won.

These are all pretty straight forward, however there can be some strange ones—for example how many people use the canteen! I came across that KPI in a technology company that wanted to get different departments talking to improve co-operation—it worked more people in the canteen = more projects on time.

One of the common properties of KPIs is that they are be close to the process they are measuring and they thus have a role to play helping ensure that people are focussed in the same direction.

[For more information on KPIs click here](#)



2. Business Transformers offers a fixed price KPI & Metrics service

[Contact Business Transformers Ltd by e-mail](#) ,or by calling 0794 1161321 for a no obligation review and discussion. For more information on change management, business improvement, metrics & KPI's, plus information on funding options check out the [Business Transformers website](#).

