

Ready-to-use KPI Template

Example: "Response Time" indicator data

Indicator Information	
Name	Response Time
Category	Customer Relationship
Description	The difference between the creation date of response and the creation date of question e-mail. The time we need to give a complete response to our customer
Initiatives	We need to improve response time from 20 hours to 4 hours.
Measure units	Hours
Optimization	Minimize
Formula	$(\text{max_value} - \text{value}) / (\text{max_value} - \text{min_value})$

Indicator Data						
Date	Weight	Min	Baseline	Value	Target	Max
Today	2	0	48	26	4	60

Current Status	
Performance	66,67%
Progress	63,64%

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KPI Template in Details: Indicator Data

Date	Weight	Min	Baseline	Value	Target	Max
Today	2	0	48	26	4	60

Shows relevant importance of indicator on scale from 1 to 10!

Min/Max - possible minimum and maximum values for the indicator

Value - current value of the indicator

Baselines/Target - working range for the indicator value (normally inside min...max interval)

Current Status	
Performance	66,67% - takes in account min, max and value
Progress	63,64% - takes in account baseline, target and value

Indicator's stop light

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Indicator	Performance
Internal Rate of Return	80,0%
Foreign Exchange Risk Metrics	20,0%
Trading Portfolio Risk Metrics	80,0%
Operational Overhead Metrics	40,0%
Liquidity Metrics	9,7%
Risk Performance	40,0%


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Ready-to-use KPI template with detailed explanation of its properties and values

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Indicator Data						
Date	Weight	Min	Baseline	Value	Target	Max
Today	2	0	48	20	4	60

Current Status 	
Performance	66,67%
Progress	63,64%

KPI Template

Indicator Information	
Name	
Category	
Description	
Initiatives	
Measure units	
Optimization	
Formula	

Indicator Data						
Date	Weight	Min	Baseline	Value	Target	Max
Today		0	0	50	100	100

Current Status 	
Performance	50%
Progress	50%

For Training Only

KPI Template in Details: Indicator Information

Indicator Information	
Name	<i>Descriptive name of the indicator</i>
Category	<i>Indicator should fit in one of 4 key Balanced Scorecard categories</i>
Description	<i>It should be clear how to use indicator, e.g. how to find out indicator's value</i>
Initiatives	<i>What should be done to improve indicator value. What is target value.</i>
Measure units	<i>\$, hours, % or any other measure unit for indicator</i>
Optimization	<i>The value of indicator should be increased or decreased</i>
Formula	<i>How to measure performance of the indicator (use BSC Designer software to design formulas)</i>

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KPI Template in Details: Indicator Data


Shows relevant importance of indicator on scale from 1 to 10

Min/Max – possible minimum and maximum values for the indicator

Indicator Data						
Date	Weight	Min	Baseline	Value	Target	Max
Today	2	0	48	20	4	60

Value – current value of the indicator

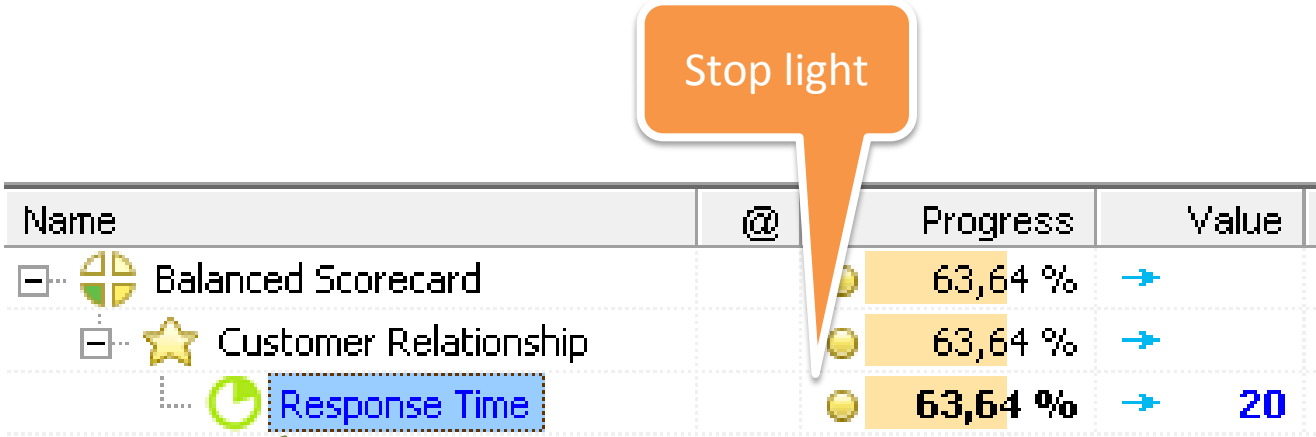
Baselines/Target – working range for the indicator value (normally inside min..max interval)

Current Status 	
Performance	66,67% - takes in account min , max and value
Progress	63,64% - takes in account baseline , target and value

Indicator's stop light

For Training Only

Indicator in BSC Designer software



Name	@	Progress	Value
Balanced Scorecard		63,64 %	→
Customer Relationship		63,64 %	→
Response Time		63,64 %	→ 20

Indicator in KPI Tree

Performance

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Indicator in BSC Designer software

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Indicator's values

Name	Response Time	Value	20	Measure	%	Weight	2		
Description	The difference between the creation date of	Baseline	48	Target	4	Min	0	Max	60
Target description	We need to improve response	Optimization	Minimize RP = $MP * (Max - Value) / (Max - Min)$						

Tree | Strategy map | Dashboard | Analysis | Business Goals

Indicator's properties

Indicator's optimization formula