

The Kpi Book

by assembling the largest collection of kpis in a single book the kpi institute provides a powerful practice based learning tool the kpi compendium lists over 20 000 key performance indicators kpis examples listed by the smartkpis com team of researchers on the website with the same name main features each example has an identification number assigned to it that can be used to look up additional kpi documentation on the website all examples are grouped in a taxonomy structured around 3 contexts global organizational and personal contexts are grouped in further categories such as functional areas and industries functional areas covered accounting accounts payable accounts receivable corporate services administration office support corporate travel facilities property management legal services csr sustainability environmental care corporate social responsibility environmental care finance asset portfolio management financial stability forecasts valuation liquidity

profitability governance compliance and risk compliance and audit management governance risk management human resources information technology application development data center enterprise architecture it general it security network management service management knowledge and innovation innovation knowledge management r d management marketing communications advertising marketing public relations online presence ecommerce seo analytics portfolio and project management benefits realization management portfolio management project management production quality management maintenance production quality management sales and customer service customer service sales supply chain procurement distribution contract management inventory management logistics distribution procurement purchasing supply chain management industries covered agriculture arts and culture construction capital works education training financial institutions government local government state federal healthcare emergency response ambulance services healthcare support services hospitals medical laboratory medical practice preventive healthcare veterinary medicine hospitality tourism food and beverage service hotel accommodation tour operator travel agency infrastructure operations airports ports railways roads manufacturing media non profit non governmental postal and courier services professional services accounting services business consulting engineering legal practice recruitment employment activities publishing real estate property property management real estate development real estate transactions resources coal and minerals mining oil and gas sustainability green energy retail sport management coaching training sport club management sport event organization telecommunications call center call center telecommunications transportation airlines land transport road rail local public transport marine transport shipping utilities electricity natural gas water and sewage

streamline kpis to craft a simpler more effective system of performance measurement key performance indicators provides an in depth look at how kpis can be most effectively used to assess and drive organizational performance now in its third edition this bestselling guide provides a model for simplifying kpis and avoiding the pitfalls ready to trap the unprepared organization new information includes guidance toward defining critical success factors project leader essentials new tools including worksheets and questionnaires and real world case studies that illustrate the practical application of the strategies presented the book includes a variety of templates checklists and performance measures to help streamline processes and is fully supported by the author s website to provide even more in depth information key performance indicators are a set of measures that focus on the factors most critical to an organization s success most companies have too many rendering the strategy ineffective due to overwhelming complexity key performance indicators guides readers toward simplification paring down to the most fundamental issues to better define and measure progress toward goals readers will learn to separate out performance measures between those that can be tied to a team and result in a follow up phone call performance measures and those that are a summation of a number of teams working together result indicators look for and eradicate those measures that have a damaging unintended consequence a major darkside sell a kpi project to the board the ceo and the senior management team using best practice leading change techniques develop and use kpis effectively with a simple five stage model ascertain essential performance measures and develop a reporting strategy learn the things that a kpi project leader needs to know a

kpi project is a chance at a legacy the project leader facilitator or coordinator savvy enough to craft a winning strategy can affect the organization for years to come kpi projects entail some risk but this book works to minimize that risk by arming stakeholders with the tools and information they need up front key performance indicators helps leaders shape a performance measurement initiative that works

by assembling the first comprehensive dictionary of key performance indicators kpis for supply chain the kpi institute provides professionals a useful resource for novices and experts alike it can be used in the early stages of implementing a performance management framework in the process of selecting and documenting kpis but also to improve an existing performance measurement system the kpi taxonomy presented in the dictionary covers all major components of the supply chain such as contract management inventory management logistics distribution procurement purchasing supply chain management

the new edition of the bestselling guide on creating and using key performance indicators offers significant new and revised content key performance indicators kpis help define and measure the organizational goals which are fundamental to an organization's current and future success having solid kpis is crucial for companies that are implementing performance management systems such as balanced scorecards six sigma or activity based management in many organizations kpis are often too numerous randomly assembled and overly complex essentially rendering them ineffectual or at worse counterproductive key performance indicators provides a model for simplifying the complex areas of kpis while helping organizations avoid common mistakes and hazards now in its fourth edition this bestselling guide has been extensively revised and updated to incorporate practical lessons drawn from major implementations fresh content includes a more concise kpi methodology with clear implementation guidance original insights on how other areas of performance management can be corrected and new in depth case studies a revised starter kit is included to identify critical success factors and the kpi resource kit contains updated worksheets workshop programs and questionnaires helping readers to better define and measure progress toward goals this important guide dispels the myths of performance measurement and explains a simple yet powerful kpi methodology explains the 12 step model for developing and using kpis with guidelines helps readers brainstorm performance measures sell kpi projects to the board and senior management and accurately report performance features the kpi project leaders corner which provides readers with essential information and useful exercises includes an array of practical tools templates checklists performance measures and a companion website davidparmenter.com key performance indicators developing implementing and using winning kpis 4th edition is important resource for c suite executives senior management project teams external project facilitators and team coordinators involved in all aspects of performance management systems

by assembling the first comprehensive dictionary of key performance indicators kpis the kpi institute provides professionals a useful resource for novices and experts alike it can be used in the early stages of implementing a performance management framework in the process of selecting and documenting kpis but also to improve an existing performance measurement system at operational level the kpi taxonomy presented in the dictionary covers all major function an organization can have

16 different departments regardless of its industry specifics accounting corporate services corporate social responsibility finance governance compliance and risk hsse health safety and security human resources information technology knowledge and innovation management marketing and communications online presence ecommerce portfolio and project management production quality management sales and customer service supply chain procurement distribution

by assembling the first comprehensive dictionary of key performance indicators kpis for project and portfolio management the kpi institute provides professionals a useful resource for novices and experts alike it can be used in the early stages of implementing a performance management framework in the process of selecting and documenting kpis but also to improve an existing performance measurement system the kpi taxonomy presented in the dictionary covers functions like project management portfolio management benefits realization management

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by assembling the first comprehensive dictionary of key performance indicators kpis for sales and customer service the kpi institute provides professionals a useful resource for novices and experts alike it can be used in the early stages of implementing a performance management framework in the process of selecting and documenting kpis but also to improve an existing performance measurement system the kpi taxonomy presented in the dictionary covers all major components of the sales and customer service departments

an in depth look at how to create and use key performance indicators kpis from the king of kpis now updated and expanded by exploring measures that have transformed businesses david parmenter has developed a methodology that is breathtaking in its simplicity and yet profound in its impact now in an

updated and expanded second edition key performance indicators is a proactive guide representing a significant shift in the way kpis are developed and used with an abundance of implementation tools including the four foundation stones that lead the development and use of kpis a 12 step model for developing and using kpis with guidelines a kpi resource kit including worksheets workshop programs and questionnaires a new and pragmatic approach to finding critical success factors over 300 performance measures implementation variations for small to medium enterprises and not for profit organizations new implementation short cuts how to brainstorm performance measures templates for reporting performance measures a resource kit for a consultant who is acting as a coach facilitator to the in house project team now including a discussion of critical success factors as well as new chapters that focus on implementations issues and how to sections on finding your csfs and brainstorming the performance measures that report progress within the csfs key performance indicators second edition will help you identify and track your organization s kpis to ensure continued and increased success

by assembling the first comprehensive dictionary of key performance indicators kpis for finance the kpi institute provides professionals a useful resource for novices and experts alike it can be used in the early stages of implementing a performance management framework in the process of selecting and documenting kpis but also to improve an existing performance measurement system the kpi taxonomy presented in the dictionary covers all major functions of the finance department such as asset portfolio management financial stability forecast and valuation liquidity profitability

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