

KEY PERFORMANCE INDICATORS - TOOLS FOR BUSINESS PERFORMANCE MANAGEMENT

You are welcome to contact us for further ideas and support in this area.

Action	Outcome	Person Responsible <i>(Make sure you involve others, if possible)</i>	To be done by <i>(Date of next strategic meeting, if possible)</i>
Establish a business plan	You will have a clear view of what you want the business to achieve.		
Communicate the business plan to the team	The team will have a clear understanding of the direction you are taking the business, and what needs to be done to achieve it.		
Determine your Critical Success Factors	A list of processes integral to the achievement of the vision.		
Get the team involved in determining KPIs	The team will understand the critical processes and will assist in brainstorming potential measurements of these processes.		
Establish systems for measuring and reporting on these KPIs	A system used by the team will be in place so that both financial and non-financial indicators are reported and acted on as a matter of course.		
Take action on all KPIs	Management decisions will be based on the KPIs with a view to achieving the business vision.		