







Lesson Overview

Part 1: 4 Main Types of Metrics & KPIs
Part 2: The importance of Spreading KPIs across the 4 different types



4 Main Types of KPIs



Considers the Quantum & Value of things measured



Quality

Considers the Standards by which things are measured



Timeliness

Considers the lead times, progress, and due dates of the things measured

Efficiency

Considers the outputs in relation to the inputs (Usually Costs)







		Examples	5	
		Sales & Marketing	Operations	Shared Services
	Quantity / Productivity	\$ Sales	# Boxes produced per Month	# Training Hours Delivered
0	Quality	\$ Gross Profit % Gross Profit	# Rejects per Million	% Certifications achieved
F	Timeliness	% On time Deliveries # Order Lead Time	% Schedule Adherence	% Project Milestones Achieved
	Efficiency	\$ Cost Per inbound Lead	# Cost per Box Produced	% IT Cost to Profit



	Ensure a	a Balar	nce of K	PI Types	Management Training	
	Quantity / Productivity		Quality	Efficiency	Timeliness	
0	Quality		Quantity	Timeliness	Efficiency	
	Timeliness		Quantity	Quality	Efficiency	
	Efficiency		Quantity	Quality	Timeliness	





In Summary

- There are 4 Main types of Metrics & KPIs
- Spreading different types of KPIs per objective avoids skewed performance