Key Performance Indicator (KPI) is a measurable value that demonstrates how effectively a team or organization is achieving critical objectives. Teams and organizations use KPIs to evaluate their success at reaching targets. Resologics highly recommends the tracking of KPIs in our work with you.

In the context of our project together, measuring your unique KPI(s) will be helpful for:

- Determining if progress is being made
- Understanding if adjustments to the process and actions should happen
- Calculating whether or not you are seeing a Return on your Investment (ROI)
- Figuring out how big a celebration you should have ☺

KPIs should have some or all of the following characteristics:

- Agreed on by most of the team as relevant to the work being done
- Important to the team or organizations' purpose
- Easily measured
- Simple to understand
- Not hard to find/measure on a regular basis

Some KPI examples:

Output	Quality	Costs	Time
Completion rate	Failure rates	Overhead costs	Cycle time
Revenue / Profit	Waste factors	Turnover costs	Overtime
EPS	Customer complaints	Accident costs	On-time shipments
Units produced	Recalls	Legal costs	Processing time
Items assembled	Public ratings	Cost of goods sold	Time to market
Houses sold	Awards won		
New users			
Games won			

Determining the right KPI for your team and project:

As a team, and perhaps with the help of your coach, work to answer the following questions:

- What are three key impacts the project is intended to have?

- Which one of those three is most important?

- What are three ways to measure that impact?

- Do measurements already exist within the team/organization that can be used to measure the impact?

- Which of the measurements is simplest, easiest to calculate, and most understandable to the project team and the organization?

- What is the measurement you will use to evaluate your performance on this project?

- What is the value (or cost) of each unit of that measurement to the team/organization?

- What is the current measurement?

- What is the target measurement?

Action Planning & KPI

Project Name:
Project Team Members (Lead):
Coach(es):
Date:
Project Impact Objective:
Evaluation Period: from/to
Improvement Measure(s) KPI:
Current Performance Measurement:
Target Performance Measurement:

Action Steps	Analysis
1.	A. What is the unit of measurement?
2.	B. What is the value (cost) of one unit? C. How did you arrive at this value?
3.	D. How much did the measure change during the evaluation period? (monthly value)
4.	E. What other factors may have contributed to the improvement?
5.	
6.	F. What percent of this change was caused by this program/project?
	G. What level of confidence do you place on the above information? (100% = total certainty and 0% = No Confidence)
Intangible Benefits:	

Sample Completed **Action Plan & KPI**

Project Name: Management team turnover reduction
Project Team Members (Lead): Carl and Julie
Coach(es): Resologics Team Coach
Date: September 15, 20..
Project Impact Objective: Improve retention of staff
Evaluation Period: from/to Sept 15 – July 1
Improvement Measure(s) KPI: Voluntary Turnover
Current Performance Measurement: 31% Annual
Target Performance Measurement: 20% Annual

Action Steps	Analysis
1. Meet with team to discuss reasons for turnover. Review exit interview data with HR and look for trends. (October 15)	A. What is the unit of measurement? One voluntary turnover
2. Meet with at risk employees to solve issues and explore opportunities. Meet and explore needed changes. (November 1)	B. What is the value (cost) of one unit? Salary X 1.3 C. How did you arrive at this value? Industry standard value.
3. Provide recognition to senior employees. (November 30)	D. How much did the measure change during the evaluation period? (monthly value) 4 turnovers annually for a 11% annual rate
4. Schedule celebration dinners (2 / December and April)	E. What other factors may have contributed to the improvement? Internal growth opportunities and changes in job market
5. Follow-up discussions with team leaders and at risk employees. (January 15)	F. What percent of this change was caused by this program/project? 75%
6. N/A	G. What level of confidence do you place on the above information? (100% = total certainty and 0% = No Confidence) 90%
Intangible Benefits: Less stress and more trust on team.	