

KEY PERFORMANCE INDICATORS - TOOLS FOR BUSINESS PERFORMANCE MANAGEMENT

You are welcome to contact us on 1300 791 600 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 SYB webinar, if possible)</i>
Establish a business plan.	You will have a clear view of what you want the business to achieve.	You and SYB	
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.	You, your team and SYB	
Determine your Critical Success Factors.	A list of processes integral to the achievement of the vision.	You and SYB	
Get the team involved in determining KPIs.	The team will understand the critical processes and will assist in brainstorming potential measurements of these processes.	You, your team and SYB	
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.	You and SYB	
Take action on all KPIs.	Management decisions will be based on the KPIs with a view to achieving the business vision.	You and SYB	