Metrics

Measurement Category	Objective / Desired Results	Metric
Finance	Financial Objective: Describe	Return on Investment Cash Flow Return on Capital Employed Financial Results (Quarterly, annually)
Internal Business Process	Key internal Business Process/Innovation Objective (s): Identify	Number of activities per function Duplicate activities across functions Process alignment (is the right process in the right department?) Process bottlenecks Process automation
Learning & Growth	Learning & Growth Objective: List	Is there the correct level of expertise for the job? Employee turnover Job satisfaction Training/Learning opportunities
Customer	Customer Objective (s): List	Delivery performance to customer Quality performance for customer Customer satisfaction rate Customer percentage of market Customer retention rate

Other performance metrics examples

- % decrease
- % of achieved deliveries to planned
- % of products released on due date
- Availability of materials
- Average age of application
- Benchmarking data obtained
- Client survey
- Completion Date
- Cost of rework
- Cost per desktop
- Cost reduction achieved
- Cost saving achieved
- Deliveries on time as ordered
- Deliveries on time to new markets
- EVA / EVA by customer
- EcROCE (**Ec**onomic **R**eturn **O**n **C**apital **E**mployed)
- Finished goods turnover
- Help desk hours
- Hours of education
- Hours of skills training
- Increase in sales value
- Index of user satisfaction
- Internet & WAN up-time
- Lost staff hours
- Market share
- Markets at risk
- No of People trained
- No of seminars delivered
- Number of hours billed
- Number of projects held up
- Number of quality customers
- Number of repeat calls
- Number of trained people in bar-coding
- Number of training hours delivered
- Percentage IRR
- Percentage non-reworked jobs
- Percentage of YTD expense budget
- Percentage of on time delivery
- Percentage of rejects from suppliers
- Percentage of waste reduction
- Printer up time
- Projects on target
- Raw materials dollars
- Raw materials turnover
- Revenue growth
- Revenue growth - monthly
- Staff feedback sessions per month
- Survey response from customers
- Surveyed satisfaction of IT staff
- Waiting time for a call-back
- Workstation hours
- Worst case responses
- Etc…