



Key Performance Indicators

Professor Gamini Senanayake



Types of Performance Measures

- There are three types of performance measures:
 1. Key result indicators (KRIs) - tell you how you have done in a perspective.
 1. Performance indicators (PIs) - tell you what to do.
 1. Key Performance Indicators (KPIs) - tell you what to do to increase performance dramatically.





Terminology

- **Key Performance Indicators (KPI)**
 - Measurable indicators that will be used to report progress that is chosen to reflect the critical success of each objective
- **Critical Success Factors (CSF)**
 - A factor considered to be most conducive to the achievement of an objective
 - Key issues requiring management attention

We normally use KPI Based on Critical success factors



KPI Characteristics

KPI characteristics identified in the literature are:

1. **Relevant** to and consistent with the specific organization's vision, strategy and objectives.
2. **Focused** on organization wide strategic value rather than non-critical local business outcomes.
3. **Representative** – appropriate to the organization together with its operational performance.



KPI Characteristics

- 4. **Realistic** – fits into the organization 's constraints and cost effective;
- 5. **Specific** – clear and focused to avoid misinterpretation or ambiguity;
- 6. **Attainable** – requires targets to be set that are observable, achievable, reasonable and credible under expected conditions as well as independently validated;
- 7. **Measurable** – can be quantified/measured and may be either quantitative or qualitative;



KPI Characteristics

- 8. **Timely** – achievable within the given timeframe;
- 9. **Understood** – individuals and groups know how their behaviors and activities contribute to overall agency goals;
- 10. **Agreed** – all contributors agree and share responsibility within the agency;
- 11. **Reported** – regular reports are made available to all stakeholders and contributors;



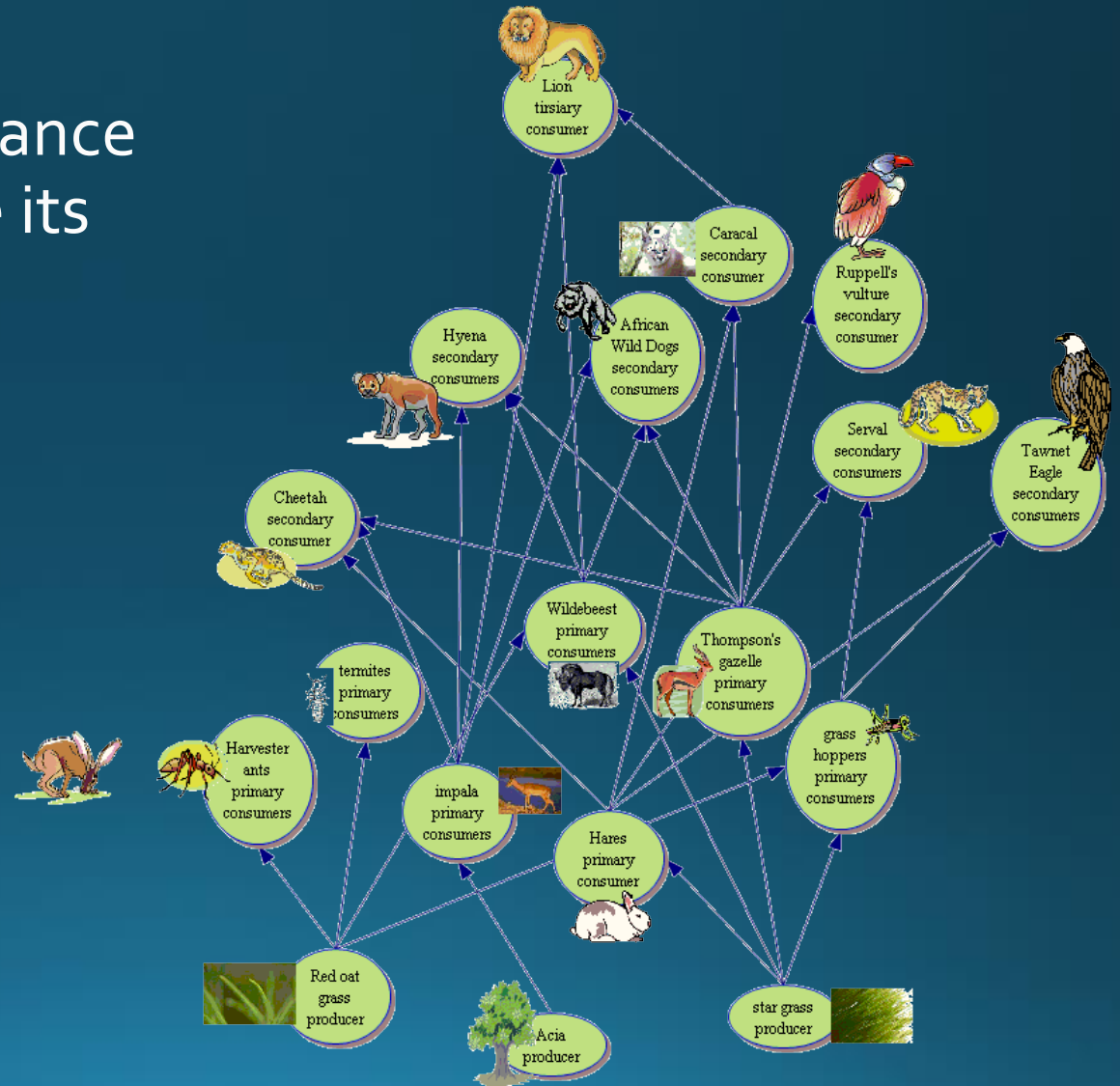
KPI Characteristics

- 12. Governed** – accountability and responsibility is defined and understood;
- 13. Resourced** – the program is cost effective and adequately resourced throughout its lifetime.
- 14. Assessed** – regular assessment to ensure that they remain relevant.



What Is a Critical Success Factor?

- A key area where satisfactory performance is required for the university to achieve its goals
- A means of identifying the tasks and requirements needed for success
- A means to prioritize requirements





Critical Success Factors (CSF)

- 'Need to haves' in the organization
- Related to strategy
- Easy to understand
- Agreed upon in a team






CSF Examples

- Engagement with staff
- Recruiting the right people all the time
- Develop people
- Innovate daily
- Grow leaders
- Make decisions slowly, implement rapidly
- Always deliver on time



KPI	Base Year (2011)	2013	2014	2015	2016	2017
						
1. Expanding access to education, research and services.						
1.1. To increase the intake of internal undergraduate students by 10% by year 2017.						
1.1.1. Student enrollment per year	1885	1923	1961	1999	2037	2075
1.2. To introduce 10 new distance courses and 02 online courses by year 2017.						
1.2.1. No. of distance courses introduced	01					
1.2.2. No. of online courses introduced						
1.3. To implement the common credit transfer system by year 2015.						
1.3.1. No. of common credits transferable						
1.4. To increase the enrollment of postgraduate students by 5 % annually.						
1.4.1. Student enrollment per year						
1.5. To introduce 30 new partnership programmes with external organizations by year 2017.						
1.5.1. No. of partnerships established						
1.6. To increase the number of beneficiaries / recipients of services and outreach activities by 50% by year 2017.						
1.6.1. No. of beneficiaries/ recipients						



Thank
You!!!