

KPI TREE

Key Performance Indicators (KPIs) are often lagging metrics that represent results of a process or system. To manage performance effectively, it is important to understand the drivers behind the KPI and set up your management system to monitor and improve those.

OBJECTIVE

GOAL

REQUIREMENT

PROCESS

METRIC

CONTROL

Build out each level of the KPI Respectively:
What is **Required** to produce the desired Goal/KPI? - What **Processes** enable each Requirement? - What **Metrics** are used to monitor each Process - What **Controls** are in place to manage the Process and Metrics?

Identify gaps in Metric performance or absence of Processes or Controls to engage with Process Improvement.