

# Evaluation of Current and Proposed Key Performance Indicators (KPIs)

Characteristic	Questions	Rating (1 = poor; 10 = superb)
Alignment	Is the KPI aligned to current corporate strategy and objectives?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Ownership	Is the KPI owned by a particular person or group responsible for its monitoring and outcome?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Cost/Benefit	What is the cost of implementing the KPI? Do the costs outweigh the benefits?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Predictiveness	Is the KPI a driver of business value, especially in the long term?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Need	Is the KPI needed in order to round out current metrics? Is it a key metric related to performance in one of the major scorecard categories?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Simplicity	Is the metric easy to understand? Can the desired outcome(s) be influenced directly by its owner?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Redundancy	Does the metric provide information not readily deducible from existing metrics?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Standardization	Is the metric based upon definitions/rules/calculations that exist within the organization or that are/can be reasonably propagated?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Data Availability/ Accuracy	Is the input to the metric available and accurate and timely enough to improve performance?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Incentivization	Is the metric tied to compensation/other incentives?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Citizenship	Does the metric have little or no potential to drive negative outcomes (e.g., suboptimal processes or actions that are not compliant), especially in other parts of the organization?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Stability	What is the historic and/or predicted variation in the metric?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Proactiveness	Does/will monitoring of this metric drive positive internal, organizational change?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
Optimality	Is the metric the best possible/available measure of the desired outcome(s)?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩

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