

# Key Performance Indicators (KPIs)

## Philosophy

It is the belief of Waves of Change Partnership that Key Performance Indicators (KPIs) are fundamental to organizational alignment and sustainable business performance. We believe that KPIs are at the core of performance management for any organization. We engage with clients to create a performance management model that will include:

- ❑ Performance management overview
- ❑ Define KPIs for the business
- ❑ Provide example of relevant KPIs

## Typical Strategies Used in Establishing Key Performance Indicators (KPIs)

In the performance management overview we work with clients to:

- ❑ Turn long term aspirations into near term goals
- ❑ Clarify roles and expectations of business areas
- ❑ Provide a framework setting targets, measuring performance and assessing performance
- ❑ Establish focus on business areas of highest importance
- ❑ Facilitate sharing of best practices.

These efforts result in an organizational performance system such as the one below:

