

# Key performance indicators

## A few examples

KPI  
Result



### Strategic KPIs

- Revenue growth (overall sales)
- Improvement of overall profitability (net margin)
- Improvement of operational efficiency (gross margin)

### Financial KPIs

- \$ in sales by market segment or by product line
- % profit
- % key accounting/financial ratios

### Productivity KPIs

- Business volume per hour worked
- Quantity produced per hour worked
- \$ in sales per \$ paid
- Operational productivity rate
- Financial productivity rate
- Etc.

### Quality KPIs

- Rejection rate
- Quality rate
- “First pass” quality rate
- Defect costs
- Number of non-compliances
- Number of customer complaints
- Etc.

### Timeline KPIs

- Speed of execution by process, task or function
- Tracking of timeline progress
- Rate of compliance with timelines
- Number of days of delay
- Etc.

### Cost KPIs

- Tracking of production unit costs
- Tracking of production cost
- Tracking of salaries
- Tracking of material costs
- Tracking of expense budgets
- Etc.

### OHS KPIs

- Number of accident-free days
- Cost of OHS incidents
- Number of OHS improvement initiatives during the period
- Etc.

### Organizational development KPIs

- Turnover rate
- Retention rate
- Absenteeism rate
- Employee satisfaction rate
- Strength of skills matrix
- Average seniority
- Tracking of training initiatives and internal development

KPI  
Impact