

Key performance indicators

Quantitative indicators that can be presented with a number.

Qualitative indicators that can't be presented as a number.

Leading indicators that can predict the outcome of a process

Lagging indicators that present the success or failure post hoc

Input indicators that measure the amount of resources consumed during the generation of the outcome

Process indicators that represent the efficiency or the productivity of the process

Output indicators that reflect the outcome or results of the process activities

Practical indicators that interface with existing firm processes.

Directional indicators specifying whether or not a firm is getting better.

Actionable indicators are sufficiently in a firm's control to effect change.

Financial indicators used in performance measurement

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Leading indicators that can predict the outcome of a process

The number of customer appointments completed

The percentage of cases that pass quality checks first time

The conversion rate of leads to appointments

Lagging indicators that present the success or failure post hoc

Input indicators that measure the amount of resources consumed during the generation of the outcome

Process indicators that represent the efficiency or the productivity of the process

Number of policies cancelled during cancellation period

Client facing hours

Amount of fee income generated

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Directional indicators specifying whether or not a firm is getting better.

%age of clients who do not take up recommendations

%age of review meetings completed against target

Number of complaints upheld

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Financial indicators used in performance measurement

Average notice period to see client

Fee split between new customers and existing ones