



The KPI Compendium: 20,000 Key Performance Indicators used in practice

By The KPI Institute



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The KPI Compendium lists over 20,000 Key Performance Indicators (KPIs) examples listed by the smartKPIs.com team of researchers on the website with the same name.

Main features:

- Each example has an identification number assigned to it, that can be used to look up additional KPI documentation on the website.
- All examples are grouped in a taxonomy structured around 3 contexts: global, organizational and personal.
- Contexts are grouped in further categories such as functional areas and industries

Functional areas covered:

- Accounting
 - Accounts Payable | Accounts Receivable
- Corporate Services
 - Administration | Office Support | Corporate Travel | Facilities | Property Management | Legal Services
- CSR / Sustainability / Environmental Care
 - Corporate Social Responsibility | Environmental Care
- Finance
 - Asset | Portfolio management | Financial stability | Forecasts & Valuation | Liquidity | Profitability
- Governance, Compliance and Risk
 - Compliance and Audit Management | Governance | Risk Management
- Human Resources
- Information Technology
 - Application Development | Data Center | Enterprise Architecture | IT - General |

- IT - Security | Network Management | Service Management
- Knowledge and Innovation
 - Innovation | Knowledge Management | R & D
- Management
- Marketing & Communications
 - Advertising | Marketing | Public Relations
- Online Presence - eCommerce
 - eCommerce | Email Marketing | Online Advertising | Online Publishing -
 - Weblogs | Search Engine Optimization (SEO) | Web Analytics
- Portfolio and Project Management
 - Benefits Realization Management | Portfolio Management | Project Management
- Production & Quality Management
 - Maintenance | Production | Quality Management
- Sales and Customer Service
 - Customer Service | Sales
- Supply Chain, Procurement, Distribution
 - Contract Management | Inventory Management | Logistics / Distribution |
 - Procurement / Purchasing | Supply Chain Management

Industries covered:

- Agriculture
- Arts and Culture
- Construction & Capital Works
- Education & Training
- Financial Institutions
- Government - Local
- Government - State/Federal
- Healthcare
 - Emergency Response/Ambulance Services | Healthcare Support Services |
 - Hospitals | Medical Laboratory | Medical Practice | Preventive Healthcare |
 - Veterinary Medicine
- Hospitality & Tourism
 - Food and Beverage Service | Hotel/Accommodation | Tour Operator | Travel Agency
- Infrastructure Operations
 - Airports | Ports | Railways | Roads
- Manufacturing
- Media
- Non-profit / Non-governmental
- Postal and Courier Services
- Professional Services
 - Accounting Services | Business Consulting | Engineering | Legal Practice |
 - Recruitment/Employment Activities | Publishing
- Real Estate/Property
 - Property Management | Real Estate Development | Real Estate Transactions
- Resources
 - Coal and Minerals Mining | Oil and Gas | Sustainability/Green Energy
- Retail

- Sport Management
 - Coaching/Training | Sport Club Management | Sport Event Organization
- Telecommunications/Call Center
 - Call Center | Telecommunications
- Transportation
 - Airlines | Land Transport (Road & Rail) | Local Public Transport | Marine Transport/Shipping
- Utilities
 - Electricity | Natural Gas | Water and Sewage

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- Hospitality & Tourism
Food and Beverage Service | Hotel/Accommodation | Tour Operator | Travel Agency
- Infrastructure Operations
Airports | Ports | Railways | Roads
- Manufacturing
- Media
- Non-profit / Non-governmental
- Postal and Courier Services
- Professional Services
Accounting Services | Business Consulting | Engineering | Legal Practice | Recruitment/Employment Activities | Publishing
- Real Estate/Property
Property Management | Real Estate Development | Real Estate Transactions
- Resources
Coal and Minerals Mining | Oil and Gas | Sustainability/Green Energy
- Retail
- Sport Management
Coaching/Training | Sport Club Management | Sport Event Organization
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Editorial Review

About the Author

The KPI Institute is the global authority on Key Performance Indicators (KPIs) research and education, providing through its publications and training courses insights on how to measure and learn with KPIs. It operates www.smartKPIs.com, the result of the research program dedicated to documenting and cataloging how KPIs are used in practice, an online portal containing the largest collection of well documented KPI examples, supported by a community of tens of thousands of members.

Over the last three years, the team at The KPI Institute:

- Documented 7,000+ KPIs from 15 functional areas and 24 industries;
- Reviewed 1,000+ performance reports from 125 countries;
- Referenced 20,000+ resources as part of the documentation process;
- Developed over 30 KPI Dashboards and Balanced Scorecards.

The main activities of The Institute include:

- Research and Publications - contributing to the development of the performance management discipline by actively researching and publishing articles and reports;
- Education - delivering performance management training to develop skills in related processes/systems, from KPI selection to Balanced Scorecard implementations.

Testimonials

"The Top 25 KPIs of 2010 helps in understanding all the performance measures which should be taken into account to optimize performance Scorecards with grading is another vital tool..."

Jacob Brown, United States

"smartKPIs.com provided a simple yet powerful scorecard and dashboard model to start building our own with our business intelligence tools."

Humberto E Della Torre, El Salvador

"I was pleasantly surprised of the level of experience and knowledge of the smartKPIs.com team. The toolkit delivered was what I had anticipated to be."

Alex Giammona, Australia

"Guys we are very thankful of the hard work you do. Your website really guides us on the daily performance management of our organization."

Omphile Macheng, Botswana

"Really a very good and useful website, I am excited about the content and comprehensiveness of data on your website, and I will recommend it to all professional in the governmental sector in United Arab of Emirates, Wish you all the best."

Mahdi El Horchi, United Arab Emirates

Users Review

From reader reviews:

Diane Gonzales:

Have you spare time for a day? What do you do when you have a lot more or little spare time? Sure, you can choose the suitable activity intended for spend your time. Any person spent all their spare time to take a stroll, shopping, or went to the particular Mall. How about open or maybe read a book titled The KPI Compendium: 20,000 Key Performance Indicators used in practice? Maybe it is to be best activity for you. You realize beside you can spend your time along with your favorite's book, you can smarter than before. Do you agree with their opinion or you have some other opinion?

Patricia Stewart:

The reserve with title The KPI Compendium: 20,000 Key Performance Indicators used in practice contains a lot of information that you can discover it. You can get a lot of profit after read this book. That book exist new information the information that exist in this guide represented the condition of the world currently. That is important to yo7u to learn how the improvement of the world. This book will bring you throughout new era of the glowbal growth. You can read the e-book on the smart phone, so you can read it anywhere you want.

Judy Newberry:

Reading a book being new life style in this calendar year; every people loves to examine a book. When you study a book you can get a lot of benefit. When you read publications, you can improve your knowledge, due to the fact book has a lot of information into it. The information that you will get depend on what forms of book that you have read. In order to get information about your research, you can read education books, but if you act like you want to entertain yourself you can read a fiction books, such us novel, comics, along with soon. The The KPI Compendium: 20,000 Key Performance Indicators used in practice provide you with a new experience in reading through a book.

Willie Batres:

What is your hobby? Have you heard that will question when you got students? We believe that that concern was given by teacher with their students. Many kinds of hobby, All people has different hobby. And you also know that little person just like reading or as reading become their hobby. You have to know that reading is very important and also book as to be the issue. Book is important thing to incorporate you knowledge, except your current teacher or lecturer. You find good news or update in relation to something by book. A substantial number of sorts of books that can you choose to use be your object. One of them is The KPI Compendium: 20,000 Key Performance Indicators used in practice.

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