

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

By The KPI Institute

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By assembling the largest collection of KPIs in a single book, The KPI Institute provides a powerful practice based learning tool.

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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Call Center | Telecommunications
- Transportation
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- Utilities
Electricity | Natural Gas | Water and Sewage

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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

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From reader reviews:

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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.

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Willie Batres:

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