

Identification of Process Key Performance Indicators (KPIs)

Helping the clients to improve their success rate

Problem Statement

Client management faced difficulties whenever they were in a situation to take some of the strategy and operational level decisions. The core of this problem was lack of information, required to take informed decisions. We proposed a KPI identification initiative to introduce performance indicators.

Solution Approach

Existing processes were also mapped, and the process maps were then verified with SMEs. Based on the verified sub-processes, a number of process-based KPIs were identified and later validated by experts during the interviews.

Different analyses were conducted to identify the following types of process variables:

- Critical to Customer
- Critical to Business
- Critical to Quality

The Output

This project was undertaken to understand escalation rate by process and identifying reasons for escalations with the aim to reduce overall escalation. The overall objective of the project was to reduce overall escalation to drive

- SIPOC
- Process Maps
- Different level of Key Performance Indicators
 - Critical to Customer
 - Critical to Business
 - Critical to Quality

Suggested Next Steps

Once the process KPIs are identified, the next step in the direction of implementation would be to design a KPI tracking and measurement system. Following need to be implemented in order to measure these KPIs and enable the management to make decisions based on it:

- Measurement System Analysis
- Design and implementation of KPI tracking system
- Business Intelligence generation based on tracked KPIs