

Performance Indicators and Metrics Table

Performance Indicator	Metric	Target	Frequency	Responsible
Customer Satisfaction	Net Promoter Score (NPS)	> 70	Quarterly	Customer Success Manager
On-Time Project Delivery	% of projects delivered on time	95%	Monthly	Project Manager
Employee Productivity	Tasks completed per FTE	> 120/month	Monthly	Team Lead
Operational Efficiency	Cost per unit output	< \$50	Quarterly	Operations Analyst
Incident Response Time	Average resolution time (hrs)	< 24 hrs	Monthly	Support Supervisor

- Performance indicators should align with organizational goals and objectives.
- Define metrics clearly to ensure consistent measurement across reports.
- Targets must be realistic, achievable, and reviewed periodically.
- Assign clear responsibilities to ensure accountability for each metric.
- Regularly review and update indicators as business needs evolve.