



Key Performance Indicator

HOW DO YOU MANAGE

if you aren't measuring ?

Our promises are more important than our objectives
Ensure your promises in your KPI's is SMART

- Specific** - "What has to be done?" and "What outputs and outcomes will be there be?"
- Measurable** ; presented in numeric form and serve as inputs for a progress indicator
- Attainable** - it should be possible to achieve, measure and evaluate within the context of the organization's established structure and processes.
- Relevant** ; to the broader MPOB's vision, mission, and corporate strategy and this relevance should be communicated.
- Timely** - can be measured within a particular time frame