

KPI Setting Guidelines

- 1 KPIs set should be aligned with all existing and new policies / plans
- 2 KPIs set should aim to achieve the most impact
- 3 KPIs set should be outcome based
- 4 In the event, where initiatives are in its developmental stage, milestone based KPI can be set with clear description of deliverables at every milestone

5 KPI Description

KPI descriptions should be clear and specific (i.e. describes what the KPI is supposed to achieve)

KPI should be described consistent with how the achievements will be measured (i.e. if it is measured by number of units, KPIs should be described as such. Eg. "Number of clinical trials conducted")

6 Targets

Targets set should be stretched and ambitious to encourage more effort to strive to achieve goals

Targets should be set according to an established detailed roadmap with an end goal (i.e. year on year target)

7 Source/Supporting Document

Each KPI achievement should be supported by valid documentation for data verification purposes

This is to ensure credibility of the data being reported.

8 Measurement of KPI

Achievements of KPIs should be reported frequently (i.e. weekly, monthly, quarterly, yearly).

Each KPI should be crafted in a way the achievements can be measured frequently.

Measure only incremental KPIs for the year

Important to know if the KPI will record linear / non-linear achievements.

***Definition:**

Linear - able to record outcome or achievements on periodic basis

Non-Linear - records outcome or achievements only at specific time (not constant / not cumulative)

9 Examples of types of KPIs

	Type of KPI	Example
Outcome based KPIs	Indicators	1. Safety Perception Index 2. Corruption Index Score 3. AM Peak public transport ridership
	Value (ZAR)	1. Tourist Arrivals (mil) 2. Revenue from MRO services (ZAR mil)
	Rankings	1. World Competitiveness Year Book Ranking 2. Improve Ranking in Dealing with Construction Permits
	Output	1. Road delivery (km) 2. Water deliver (Number of household)
Milestone based KPIs	Construction type KPIs	1. River of Life (Phase 1) – Percentage of completion of construction works on Precinct 7 river beautification 2. Setting an anaerobic digestion facility for food waste: Percentage of completion of testing & commissioning of AD plant
	Initiatives in developmental stage	1. Percentage development of ILMIA Labour Dashboard 2. Percentage completion for the ASEAN Banking Integration Framework