The KPI Dictionary

4,800+ Key Performance Indicator definitions

Volume 2: Industries

THE KPI INSTITUTE

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The *smart* choice in performance management

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Introduction

Dictionaries have been around for centuries and their main function is to provide conceptual or linguistic definitions, along with information about the correct language usage. The earliest historical mention of a dictionary is from Babylon, in the 6th century BC. The Chinese had their first written dictionary in 100 AD, while Japanese history mentions its first dictionary in the 7th century AD. In Europe, the earliest dictionaries didn't contain definitions of words. Instead, they were bilingual dictionaries, meaning you could look up a French word and find its English equivalent, or vice versa.The first English alphabetical dictionary, called "A Table Alphabetical" was published in London in 1604.

KPI Dictionary – 4,800+ Key Performance Indicator Definitions, Volume 2: Industries is a novelty in the field and distinguishes itself from the classical structure of a dictionary in that it shows the performance indicators grouped into 25 main industries, each having several subcategories. The dictionary not only defines the indicators, but also contains an explicit presentation of the calculation formula.

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 developed the first KPI Management Framework and operates several research programs dedicated to performance management, strategy, Balanced Scorecard and key performance indicators. It operates smartKPIs.com, the result of the research program dedicated to documenting and cataloguing how KPIs are used in practice. It is 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 10 years, The KPI Institute team has:

- Documented 7,000+ KPIs with Premium Documentation from 16 functional areas and 25 industries;
- Reviewed 1,000+ performance reports from 125 countries;
- Referenced 30,000+ resources (books, articles, performance reports) as part of the documentation process;
- Developed over 150 KPI Dashboards and Balanced Scorecards;
- Delivered training courses in 25 countries on 6 continents;
- Assisted over 28,000 organizations in finding solutions for their KPI needs;
- Trained over 2,500 participants from 40 countries on how to work rigorously with KPIs.

The main activities of The KPI Institute include:

Research - contributing to the development of the performance management discipline by actively researching and publishing articles on this matter. Driven by the belief that progress in management science emerges from practice, the research programs are aimed at reviewing KPI and performance management examples, as used in various countries, functional areas and industries.

Publications - in order to facilitate the identification and usage of KPIs in practice, The KPI Institute has developed the Top KPIs Reports collection, along with more extensive resources, like The KPI Compendium and KPI Dictionaries. Also, to help organizations design or improve their performance management architecture, The KPI Institute offers the Toolkit series, containing editable templates, customized for specific industries and functional areas. Interesting articles on topics related to performance management are accessible to the public through Performance Magazine, in both the Online and Printed editions.

Education - In an effort to improve the ways in which KPIs are understood and employed in organizations worldwide, The KPI Institute provides a broad set of education services. The training offer includes the Certified KPI Professional and Certified KPI Practitioner, as well as specialized training courses, customized to specific functional areas, industries or performance management related topics, like strategic planning and employee performance evaluation.

Along with its research and education projects, The KPI Institute is at the forefront of innovation in performance management, integrating both the academic and practitioner perspectives. Analyzing emerging trends and best practices represents the fundamentals of TKI's body of knowledge.

How to use this book

The KPI Dictionary is a useful tool in the process of understanding, selecting and working with KPIs. The book contains definitions and calculation formulas for more than 4,800+ KPIs covering 25 industries:

- Agriculture
- Arts and Culture
- Construction and Capital Works
- Customs
- Education and Training
- Financial Institutions
- Government – Local
- Government – State / Federal
- Healthcare
- Hospitality and Tourism
- Infrastructure Operations
- Manufacturing
- Media
- Non-profit / Non-governmental
- Postal and Courier Services
- Professional Services
- Publishing
- Real Estate / Property
- Resources
- Retail
- Sport Management
- Sports
- Telecommunications / Call Center
- Transportation
- Utilities

Professionals, practitioners, consultants, researchers, managers and academicians can have in their own library a rich database with the most important elements of key performance indicators: definitions and formulas. They don't have to look anymore for them through dozens of publications as The KPI Dictionary brings the most relevant information in one single book.

The KPI Dictionary is easy to use, as the KPIs are clustered on an industry basis and sorted in alphabetical order. Furthermore, each indicator contains the following sections:

NAME

Each KPI name is preceded by a symbol. There are three symbols used depending on the KPI's measurement unit:

- $ - value of: $ Operating costs
- # - number of: # Projects approved
- % - percentage of:
- % Projects completed on time

 # Call handling time

Measures the average time needed for one call to be handled, including the talk time itself and the work performed after the call.

Ai = # Handling time for call 'i', (in minutes), where i=1 to n
n = # Calls handled

(A1+A2+...+An)/n

sK165

DEFINITION

Succinct description of the indicator, providing more details in regards to what the KPI is measuring. It also supports a better understanding of how to calculate the KPI.

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(A1+A2+...+An)/n

sK165

SUB-METRICS

Metrics used in calculating the KPI. In some cases, the KPI may not need any other metrics for calculation and this section will coincide with the KPI's name.

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(A1+A2+...+An)/n

sK165

CALCULATION FORMULA

Expresses the mathematical formula to compute the KPI. The calculation formula is expressed in six different forms, depending on the specifics of each KPI:

- (A/B)* 100 - *rate*
- A/B - *ratio*
- (A1 + A2 +…+An)/n - *average*
- *Index* - aggregates more items in one score
- *Survey* - data is gathered through a survey

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(A1+A2+...+An)/n

sK165

ID CODE

Indicates the unique numerical reference assigned to each KPI on smartKPIs.com. This code can be used to search more details about the KPI on *http://www.smartkpis.com/kpi/browse-kpis/*

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sK165

The KPI Dictionary can be used in the early stages of implementing a performance management framework, in the process of selecting and documenting KPIs, but also to improve an existing performance measurement system. The ways in which one could get the best out of this Dictionary are extremely diverse so we invite you to discover them on your own.

Be a part of the KPIs' world!

KPI Taxonomy

This section lists the categories and subcategories of the KPI taxonomy used for structuring the content of this volume. The numbers in front represent how many KPI examples are available in this volume in each category/subcategory.

Number of KPI examples | **Category / subcategory** | **Category page number**

194 · Financial Institutions
70 · Banking and Credit
56 · Insurance
44 · Investments
24 · Mortgages
p.79

205 · Agriculture
39 · Crops
30 · Forestry and Logging
136 · Livestock, Hunting and Fishing
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145 · Arts and Culture
13 · Event Production and Promotion
100 · Libraries and Archives
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77 · Construction & Capital Works
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27 · Taxi
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306 · Utilities
97 · Electricity
58 · Natural Gas
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p.443

Agriculture ▸ Crops

Agriculture includes two basic activities, namely the production of crops and animal raising. Also included are service activities incidental to agriculture, as well as hunting, trapping and related activities.

Crops include the production of crop products, covering also the forms of organic agriculture and the growing of genetically modified crops. Agricultural activities exclude any subsequent processing of the agricultural products. However, the preparation of products for the primary markets is included here. The division excludes field construction (e.g. preparing rice paddies, drainage, agricultural land terracing). KPIs for these are included in the Construction industry list of KPIs.

% Adequacy of irrigation

Measures the proportion of the water depth added at the root of the irrigated plants, out of the water depth required.

A = # Stored water depth after irrigation (in millimeters)
B = # Required water depth (in millimeters)

(A/B)*100

sK5315

% Agricultural machinery availability

Measures the percentage of agricultural machinery, such as combines or tractors, that is active, out of the total number of agricultural machinery.

A = # Available agricultural machinery
B = # Agricultural machinery

(A/B)*100

sK677

% Agricultural water intensity

Measures the percentage of water volume withdrawn for irrigation and livestock purposes, out of the total volume of renewable water resources.

A = # Agricultural water withdrawal
B = # Renewable water resources

(A/B)*100

sK6410

Area of land cultivated

Measures the total surface of the cultivated area.

A = # Surface of the land cultivated, in hectares

A

sK445

Canopy volume

Measures the average tree canopy volume, based on the tree height, trunk circumference and canopy diameter.

Ai = # Canopy volume of tree 'i', where i=1 to n
n = # Measured trees
B = # Tree height (square feet or centimeters)
C = # Trunk diameter (inches or centimeters)
D = # Canopy radius (feet or centimeters)

(A1+A2+...+An)/n, where An = B*C*D

sK613

$ Cost of harvesting

Measures the average expense for harvesting different types of crops per hectare, tonne or box.

A = $ Harvesting cost
B = # Harvested area, or # Production, in tonnes

A/B

sK608

$ Cost of pasture production

Measures the average cost of pasture production per tonne of hay produced or hectare of pasture land managed.

A = $ Cost of pasture production
B = # Tonnes of hay produced, or # Hectares of pasture land managed

A/B

sK2701

Crop yield

Measures the average crop size (wheat, corn, fruits) harvested per hectare.

A = # Crop harvested, in tonnes
B = # Cultivated land, in hectares

A/B

sK4345

Depth to groundwater

Measures the shortest vertical distance from the soil surface to the first water level below ground.

A = # Depth to groundwater

A

sK1492

Energy per unit volume of water pumped

Measures the average energy consumption per cubic meter of water pumped for irrigation.

A = # Energy consumption during the irrigation season (in kWh)
B = # Water pumped during the irrigation season (in cubic meters)

A/B

sK4092

% Farmers using conservation farming methods

Measures the extent to which farmers use conservation tillage methods in cultivating land.

A = # Farmers using conservation farming methods
B = # Farmers

(A/B)*100

sK561

The KPI Institute

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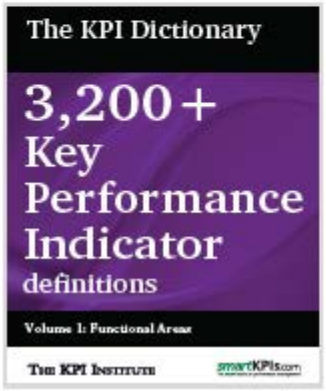
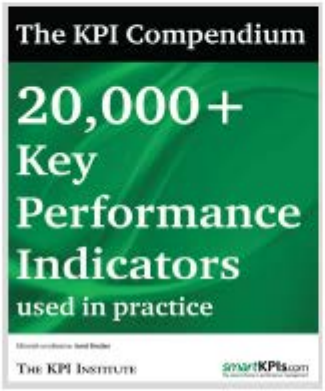
smartKPIs.com

The *smart* choice in performance management

Contains over 20,500 KPIs examples, including the ones covered in the KPI Dictionary. Specific KPI examples listed in the Dictionary can be searched by using the sk number. Alternatively, visitors can browse, save and export documented examples.

Top 25 KPIs Reports by Functional Area **Top 25 KPIs Reports by Industry**





The KPI Institute offers a variety of in-depth publications that enable you to keep up to date with industry trends and leaders. Through its publications, it provides an overview of the performance management state of discipline and offers innovative tools, facilitating the implementation of performance management and measurement systems.

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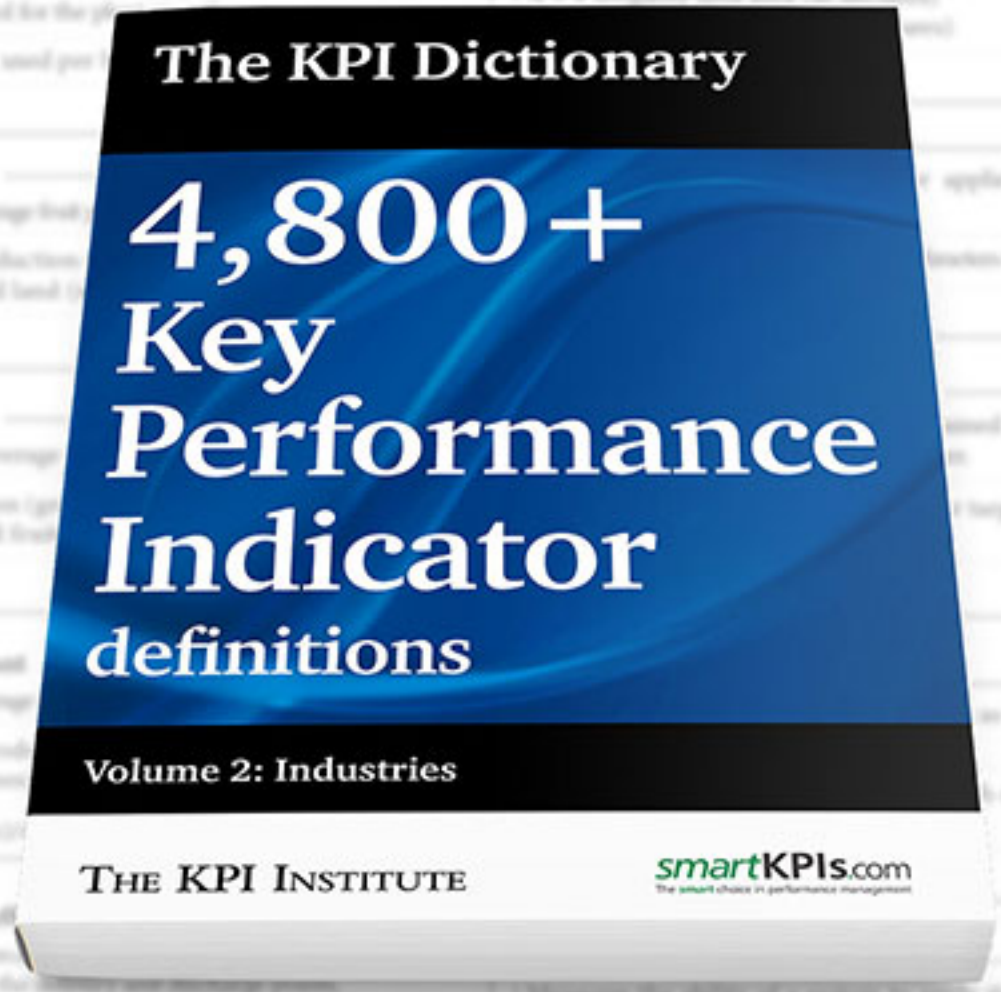

Get the FULL version of the Dictionary!

Buy your full copy of **The KPI Dictionary Vol. 2: Industries** and gain unlimited access to 4,800+ KPIs from 25 different industries and 94 specific subcategories.

To order now access the following webpage.