

Frequently-Used Key Performance Indicators



Human Resources

Hire to Retire

- Cost per hire
- Hires per HR FTE
- Time to process retirement application
- Time to process new benefits packages
- Time to onboard new employee
- Cost of training and development
- Candidate satisfaction
- Customer satisfaction

Payroll

- Time to process new payroll
- Payroll costs per employee
- Time to process time sheets
- Payroll error rate

Travel and Entertainment

- Time to reimbursement
- Travel reimbursement error rate
- Expense report processed per HR FTE
- Expense report processed per HR FTE per business day
- Cost per expense report

Productivity

- HR costs per HR FTE
- HR costs per employee
- HR FTEs per 100 employees



IT

Help Desk

- First call resolution rate
- Percentage of abandoned calls
- Percentage of hardware service requests closed within 24 hours
- Percentage of software service requests closed within 24 hours
- Cost per call
- Percentage of calls needing escalation for resolution

Network

- Number of outages
- Maximum duration of outage
- Unplanned network downtime
- Number of bandwidth utilization threshold violations

IT Vendor Management

- Maximum time to resolve issues
- Percentage of contracts renegotiated prior to renewal

Security

- Number of adverse events
- Time to issue access rights
- Time to revoke access rights



Finance

Accounts Receivable

- Time to process payments
- Percent delinquent payments
- Time to contact customer about open invoice
- Time to process invoice
- Error rate
- Cost per invoice
- Invoice per accounts receivable FTE
- Invoice per accounts receivable FTE per day

Accounts Payable

- Percent delinquent payments
- Time to process an invoice
- Payment processing frequency
- Percent of time-sensitive requests processed immediately
- Error rate
- Cost per invoice
- Invoice per accounts payable FTE
- Invoices per accounts payable FTE per day



Procurement

- Time to purchase approval
- Percent of purchase on contract
- Purchase orders per procurement FTE
- Purchase orders per procurement FTE per day
- Cost per dollars spent