



The Utilities KPI Dictionary: 300+ Key Performance Indicator Definitions

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By assembling the first comprehensive dictionary of Key Performance Indicators (KPIs) for Utilities, The KPI Institute provides professionals a useful resource for novices and experts alike. It 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 KPI taxonomy presented in the dictionary covers all major functions of Utilities, such as: -Electricity -Natural Gas -Water and Sewage

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- Sales Rank: #7800484 in Books
- Published on: 2015-08-19
- Original language: English
- Dimensions: 11.00" h x .10" w x 8.50" l,
- Binding: Paperback
- 44 pages

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Editorial Review

About the Author

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 performance and learn with KPIs. It operates www.smartKPIs.com, the result of the research program dedicated to documenting and cataloging how KPIs are used in practice, 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 six years, the team at The KPI Institute:

- Documented 8,000+ KPIs from 15 functional areas and 24 industries;
- Reviewed 1,000+ performance reports from 125 countries;
- Referenced 20,000+ resources as part of the documentation process;
- Developed over 130 KPI Dashboards and Balanced Scorecards.

The main activities of The Institute include:

- Research and Publications - contributing to the development of the performance management discipline by actively researching and publishing articles and reports;
- Education - delivering performance management training to develop skills in related processes/systems, from KPI selection to Balanced Scorecard implementations.

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