

Key Performance Indicators

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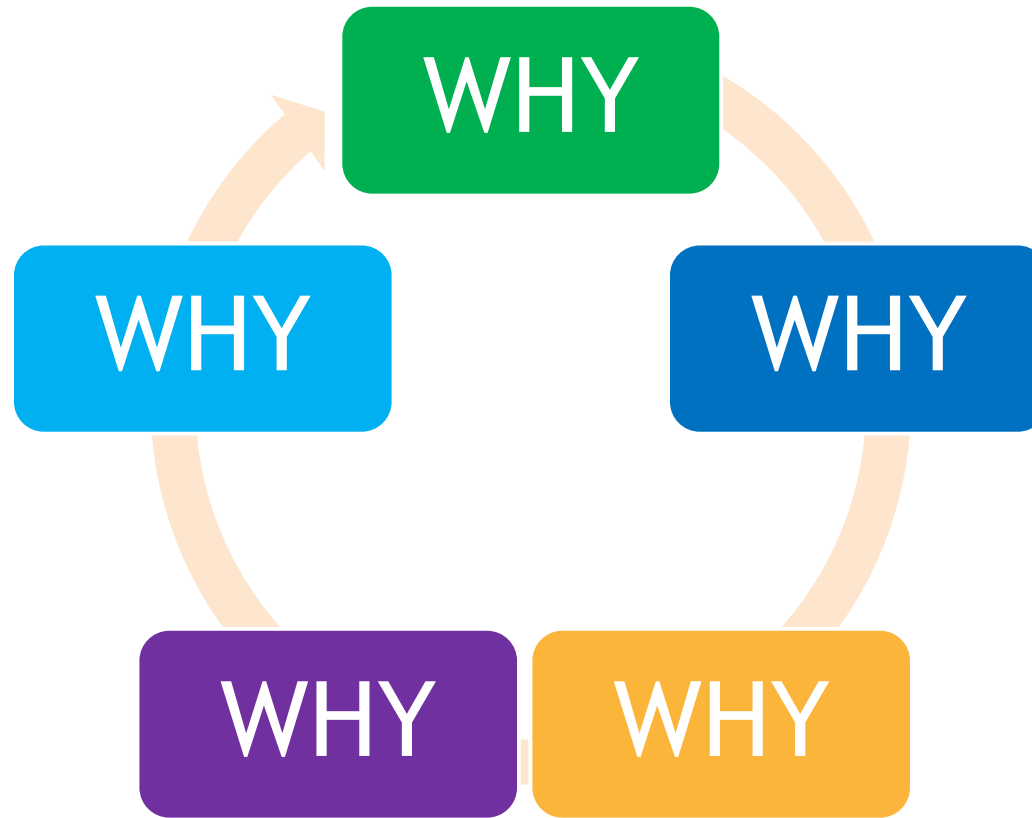
BORING !!!

What actually is a KPI ?

Do you really care?

A performance indicator or key performance indicator is a type of performance measurement. KPIs evaluate the success of an organization or of a particular activity in which it engages

Simple method of problem solving



Leading and Lagging Indicators

What is the difference?

A **lagging indicator** is an output measurement, for example; the number of accidents on a bus parking site is a **lagging safety indicator**.

The **difference between the two** is a **leading indicator** can influence change and a **lagging indicator** can only record what has happened.

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Leading Indicator Types

Operations Based

Indicators that are relevant to the functioning of an organization's infrastructure (e.g. machinery, operations); potentially site-specific.

Behavior Based

Indicators that measure the behavior or actions of individuals or groups in the workplace; people-to-people interactions related to supervision and management; useful at site-specific level through management level.

Group Project 1

Your fleet department has been told they need to reduce expenditures by 5%.

You have a fleet of 200 buses and 50 pieces of support equipment.

Your technicians believe by reducing oil change frequencies the money could be saved.

What data would you use to see if plan could work?

Group Project 2

You have a three tier routing plan.

1st tier: High School

2nd tier: Middle school

3rd tier: Elementary school

You have two buses that are habitually late to their 3rd tier.

The common item they both have is they both serve the same 2nd tier middle school.

What data points or KPI's would you need to use to find the cause. You do have GPS on every bus.

Two Points of View



Leading indicators are a process;
there is no perfect mix.

“It’s a process that is evergreen. For us, there is no such thing as a perfect leading indicator. At some time, there may be a saturation point for a certain indicator where you see less of an impact. It’s a continual improvement process where you’re actively measuring the effectiveness and adjusting your indicators based on what that indicator is telling you... You have to continuously evaluate where you stand and make sure you’ve got the most valid indicator possible.



To predict the future, look at the present

“[Our perspective] is that the findings, recommendations and interventions are independent of leading or lagging indicators. It’s a matter of discovery whether you choose to call them ‘leading’ or ‘lagging.’ They most often point to conditions that exist or continue to exist unless we fix them. Our work moving forward is to gather more data about underlying causes. Then we can start to point to these processes and identify the hazards that lie in these different processes.”

Thank You

The background features a complex geometric design composed of overlapping triangles and polygons. The color palette includes various shades of orange, from light and pale to deep, rich tones, as well as several shades of grey and dark brown. The shapes are layered, creating a sense of depth and movement. The overall composition is modern and minimalist.