



The KPI Compendium: 20,000 Key Performance Indicators used in practice

The KPI Institute

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By assembling the largest collection of KPIs in a single book, The KPI Institute provides a powerful practice based learning tool.

The KPI Compendium lists over 20,000 Key Performance Indicators (KPIs) examples listed by the smartKPIs.com team of researchers on the website with the same name.

Main features:

- Each example has an identification number assigned to it, that can be used to look up additional KPI documentation on the website.
- All examples are grouped in a taxonomy structured around 3 contexts: global, organizational and personal.
- Contexts are grouped in further categories such as functional areas and industries

Functional areas covered:

- Accounting
Accounts Payable | Accounts Receivable
- Corporate Services
Administration | Office Support | Corporate Travel | Facilities | Property Management | Legal Services
- CSR / Sustainability / Environmental Care
Corporate Social Responsibility | Environmental Care
- Finance
Asset | Portfolio management | Financial stability | Forecasts & Valuation | Liquidity | Profitability
- Governance, Compliance and Risk
Compliance and Audit Management | Governance | Risk Management
- Human Resources
- Information Technology
Application Development | Data Center | Enterprise Architecture | IT - General | IT - Security | Network Management | Service Management
- Knowledge and Innovation
Innovation | Knowledge Management | R & D
- Management
- Marketing & Communications
Advertising | Marketing | Public Relations
- Online Presence - eCommerce
eCommerce | Email Marketing | Online Advertising | Online Publishing - Weblogs | Search Engine Optimization (SEO) | Web Analytics
- Portfolio and Project Management
Benefits Realization Management | Portfolio Management | Project Management
- Production & Quality Management
Maintenance | Production | Quality Management

- Sales and Customer Service
Customer Service | Sales
- Supply Chain, Procurement, Distribution
Contract Management | Inventory Management | Logistics / Distribution | Procurement / Purchasing | Supply Chain Management

Industries covered:

- Agriculture
- Arts and Culture
- Construction & Capital Works
- Education & Training
- Financial Institutions
- Government - Local
- Government - State/Federal
- Healthcare
Emergency Response/Ambulance Services | Healthcare Support Services | Hospitals | Medical Laboratory | Medical Practice | Preventive Healthcare | Veterinary Medicine
- Hospitality & Tourism
Food and Beverage Service | Hotel/Accommodation | Tour Operator | Travel Agency
- Infrastructure Operations
Airports | Ports | Railways | Roads
- Manufacturing
- Media
- Non-profit / Non-governmental
- Postal and Courier Services
- Professional Services
Accounting Services | Business Consulting | Engineering | Legal Practice | Recruitment/Employment Activities | Publishing
- Real Estate/Property
Property Management | Real Estate Development | Real Estate Transactions
- Resources
Coal and Minerals Mining | Oil and Gas | Sustainability/Green Energy
- Retail
- Sport Management
Coaching/Training | Sport Club Management | Sport Event Organization
- Telecommunications/Call Center
Call Center | Telecommunications
- Transportation
Airlines | Land Transport (Road & Rail) | Local Public Transport | Marine Transport/Shipping
- Utilities
Electricity | Natural Gas | Water and Sewage

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