

PERFORMANCE PLANNING & EVALUATION
2016/2017

SAMPLE METRICS

Response time to inquiry	# problems identified	% peak utilization
Total # of requests by type	% problems solved	% customer satisfaction ratings
Total # backlog of requests by type	Response time to problem or error	Total duration of business process in hours or days
Total # requests by size	# hours reduced on business process	% on time
Response time for repair	Change in # of staff to complete business process	% hours late; % days late
Total change in response time or turn around time	Total # of staff	% success rate
% change in ratings	Turnover rate	# defects
% change in reliability	Turnover by position	% work re-done
Total # _____ completed	# of vendors or contractors	% hours worked by business priority
# errors detected	Total cost	% hours worked by business initiative
% change in errors corrected	Average cost	% hours worked by routine business task
# incidents	Total cost savings	Cost of efficiency improvement
% change in incidents	Total money spent	Cost savings from efficiency improvement
# presentations	Amount of downtime	# closed cases that had to be re-opened
Other:	Other:	Other: