Web Based Key Performance Indicator Management Software

**KEY POINT INDICATOR**

A performance indicator or key performance indicator (KPI) is an industry jargon for a type of performance measurement commonly used by an organisation to evaluate its success or the success of a particular activity in which it is engaged. An effective set of interlocking indicators provides feedback to individuals, groups and enterprise directing the behavior of all. Measures of performance have been used by management for centuries to review current operational capabilities. Such measures have been used to assess both departmental and corporate performance, as well as trend performance achieved against plan. In order to define a complete set of performance measures, companies must ensure that simple and workable measures are in place.

**THE PRODUCT OFFERING**

The KPI Management Tool or E-Pests gives organisation the possibility to define, document and manage their Key Performance Indicators. It complements existing solutions with a KPI database structure to keep track of the KPI’s role in the organisation and tracks the related actions. The KPIs can be displayed and analysed according to the user needs. The users get one or more reports assigned that cover different KPI areas and have different levels of complexity. The tool gives customer the possibility to manage their Key Performance Indicators (KPI):

- Fully documents the owner and source data of the KPI.
- Changes can be implemented within 24 hours.
- Hierarchical relations can be built between KPI in order to accomplish goals.
- KPIs can be linked to organisation and processes.
- Supports future goals (planning forecast), the current situation (actual) and trends.
- Root cause analysis is possible to get the cause for a KPI score.
- KPI owners can document actions for other users in the organisation hierarchy.
- Users can notify other users by email about KPI issues.
- Web-based.
- Can access from any part of the world.
- Alert system and reminder.

**MARKET POTENTIAL**

With estimated of over millions of users in Malaysia and worldwide, KPI has become standard appliances in many offices. In Malaysia, this tool can be marketed to government Ministries, Agencies and Government link Companies. Besides these entities, private companies and businesses can be a potential buyer where this can be a tool to monitor the efficiency of their employees. Academic and research institution can also be a vital user for this invention. Currently, Key Performance Indicator innovation is playing a vital role in Malaysia and this invention can cater for outside Malaysia. This can be a tool for the institutions to train their students and practitioners.

The real challenge is not only to select those indicators that satisfy budgetary goals, but also to build the activities needed to meet the levels of asset performance required to meet strategic goals. Selecting the right measures is vital for effectiveness. More importantly, the metrics must be built into a performance measurement system that allows individuals and groups to understand how their behaviors and activities are fulfilling the overall corporate goals. KPI’s allow for a long term monitoring of operational efficiencies. They ensure consistency in the type of information being tracked and how it is measured.