A guide to Key Performance Indicators(KPIs) for the Project Manager

Section 1: Instructions for using the KPI Guide in your Performance Management System

- Identify the relevant KPIs: Depending on your role in the organization, you may want to focus on different KPIs. For example, HR professionals may want to track cost per hire, while managers may be more interested in the time-to-fill metric.

- Determine the time frame: Decide on the time frame for tracking each KPI. For example, you may choose to track the number of qualified technical candidates sourced and engaged per month.

- Collect the data: Collect the necessary data to calculate each KPI. For example, to calculate the candidate acceptance rate, you will need to know the number of job offers accepted and the total number of job offers.

- Calculate the KPIs: Use the formulas provided in the table to calculate each KPI.

- Interpret the results: Once you have calculated the KPIs, interpret the results to evaluate the effectiveness of the performance management system. For example, if the time-to-fill metric is high, it may indicate that the recruitment process needs to be streamlined.

- Use the results to make improvements: Regularly collect the necessary data for each KPI. Keep track of the results over time to monitor performance, identify areas for improvement, and ensure compliance with regulations. Use the insights gained from the KPIs to make improvements to the performance management system. For example, if the candidate satisfaction rate with the recruitment process is low, consider making changes to improve the candidate experience.

Section 2: Key Performance Indicators For Role Project Manager

KPI	***Detailed Description***	***Formula***
Project Schedule Adherence	This KPI measures the extent to which project activities are completed on time.	(Number of Completed Activities on Time / Total Number of Activities) x 100%
Project Budget Variance	This KPI assesses the variance between the planned budget and actual expenses.	(Actual Project Costs - Planned Project Costs) / Planned Project Costs
Customer Satisfaction	This KPI evaluates the level of satisfaction among customers with the project.	(Number of Satisfied Customers / Total Customers) x 100%
Project Profitability	This KPI measures the profitability of the project by comparing revenue and costs.	(Project Revenue - Project Costs) / Project Costs
Resource Utilization	This KPI assesses the efficiency of resource allocation and utilization in the project.	(Total Hours Worked / Total Available Hours) x 100%
Change Request Cycle Time	This KPI measures the time it takes to review and implement change requests.	End Time - Start Time
Project Risk Exposure	This KPI evaluates the level of risk exposure in the project.	(Total Value of Identified Risks / Total Project Value) x 100%

Stakeholder Satisfaction	This KPI assesses the level of satisfaction among project stakeholders.	(Number of Satisfied Stakeholders / Total Stakeholders) x 100%
Defect Density	This KPI measures the number of defects identified in project deliverables.	Number of Defects / Total Number of Deliverables
Project Team Morale	This KPI evaluates the level of morale and engagement among project team members.	(Number of Satisfied Team Members / Total Team Members) x 100%