

A guide to Key Performance Indicators(KPIs) for the Executive Business Partner

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 Executive Business Partner

KPI	Detailed Description	Formula to Calculate
1. Calendar Efficiency	This KPI measures the efficiency in managing executive calendars and scheduling appointments and meetings.	$(\text{Total number of appointments/meetings scheduled on time}) / (\text{Total number of appointments/meetings})$
2. Travel Coordination Accuracy	This KPI assesses the accuracy in arranging travel arrangements for the executive team.	$(\text{Number of error-free travel arrangements}) / (\text{Total number of travel arrangements})$
3. Email Response Time	This KPI measures how quickly emails and other correspondence are managed and responded to on behalf of the executive team.	$(\text{Total time taken to respond to all emails}) / (\text{Number of emails received})$
4. Stakeholder Satisfaction	This KPI evaluates the level of satisfaction among internal and external stakeholders.	$(\text{Total positive stakeholder feedback}) / (\text{Total stakeholder feedback})$
5. Meeting Minutes Accuracy	This KPI assesses the accuracy and completeness of meeting minutes taken during executive meetings.	$(\text{Number of error-free meeting minutes}) / (\text{Total number of meetings})$
6. Document Formatting Quality	This KPI measures the quality and accuracy of drafting and formatting documents and presentations.	$(\text{Number of error-free documents}) / (\text{Total number of documents})$
7. Stakeholder Relationship Building	This KPI evaluates the efforts put into building and maintaining strong relationships with internal and external stakeholders.	$(\text{Number of meaningful interactions with stakeholders}) / (\text{Total number of stakeholders})$

8. Research Quality	This KPI assesses the quality and relevance of research provided to the executive team.	(Number of relevant research summaries) / (Total number of research tasks)
9. Project Management Success	This KPI measures the success of managing special projects assigned to the Executive Business Partner.	(Number of successful project completions) / (Total number of assigned projects)
10. Time Management	This KPI evaluates the ability to manage time effectively to handle multiple tasks and priorities.	(Total time spent on tasks and priorities) / (Total available working hours)