KPI TREE: HOW TO ORGANIZE YOUR INDICATORS?

Definition

The KPI Tree serves as a visual management instrument that organizes performance in a hierarchical format.





Converge around shared goals





Facilitate the execution of AIC/SQCDP management.

KPI Tree Example - Enhancement of Customer Service Rate

Adherence to

scheduled date)

Average cycle time by product category

Percentage of orders delivered punctually (compared to the

Frequency of micro-stops or machine halts

Planning dependability

production

deadlines

Schedule reliability rate (the variance between planned and actual)

Availability rate of essential components

Enhance the customer service

2- Critical

success factors

Component availability

Supplier on-time delivery compliance rate (Supplier OTD)

Number of order lines awaiting fulfillment due to insufficient stock

1- Primary objective

rate (OTD)

Ensure timely, reliable, and predictable delivery to customers.

> Logistical and transportation efficiency

Percentage of customer deliveries completed punctually

Rate of transport-related grievances (delay, damage, packaging

Transport emergency rate (unplanned express delivery)

3- KPIs

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