

# KPI TREE: HOW TO ORGANIZE YOUR INDICATORS?

## Definition

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

## For what purpose?



Converge around shared goals

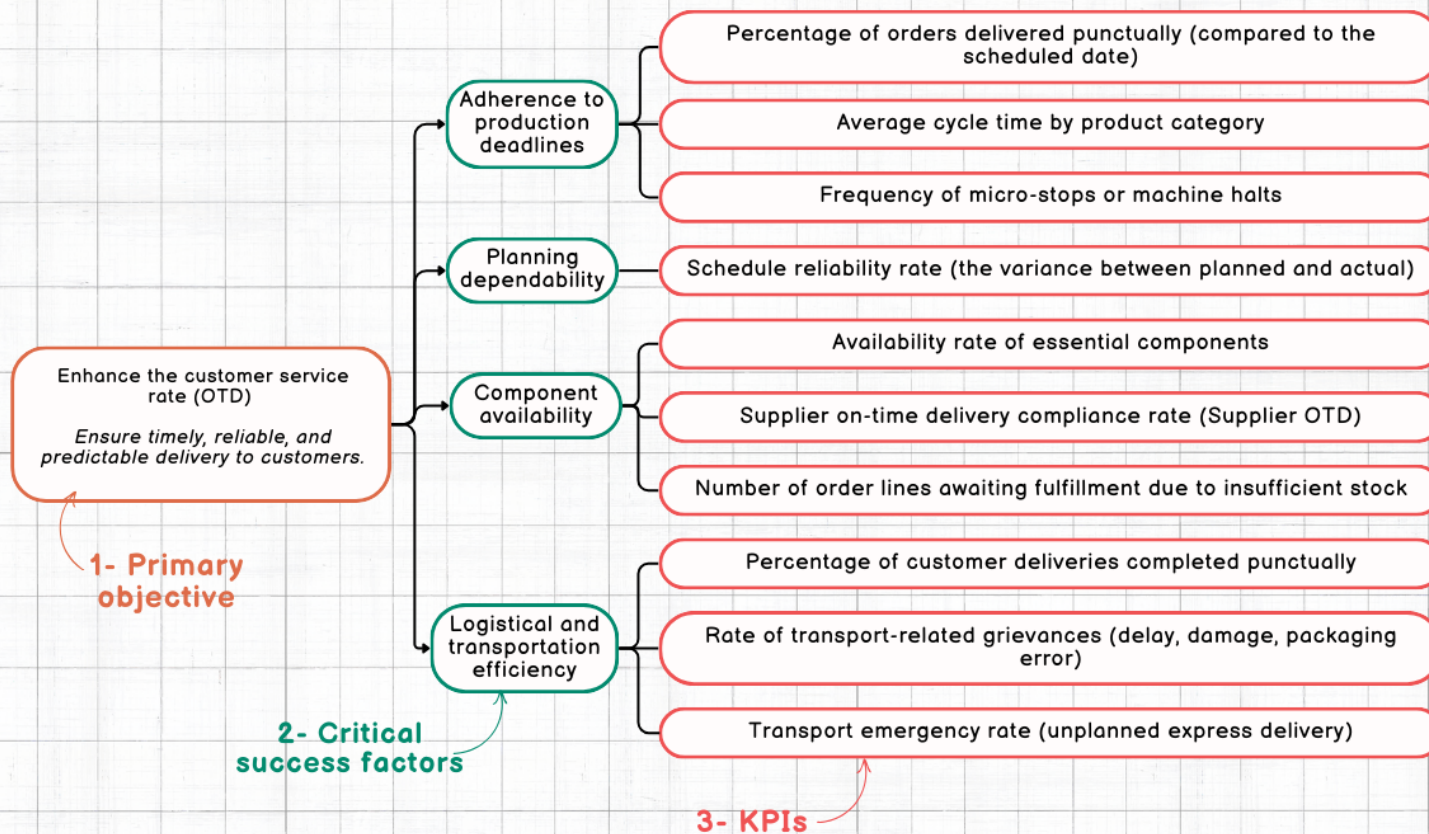


Prioritize initiatives



Facilitate the execution of AIC/SQCDP management.

## KPI Tree Example - Enhancement of Customer Service Rate



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