



Owner's KPI scorecard

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Choose up to five measures that help you make a decision. Define each measure on page 2, then reuse page 3 for your weekly review. Fill the blue-tinted fields or print the worksheets. Calculations are entered manually.

Choose your starting measures

- Demand** What activity creates an opportunity to buy?
- Economics** What remains after the costs included in your calculation?
- Delivery** Where could capacity or a handoff break a promise?
- Customer experience** What shows whether customers received what they expected?
- Cash or another constraint** Which near-term limit needs a separate view?

Use examples that fit the business

Business	Possible measure to investigate
Ecommerce and retail	Order contribution or stock availability
Restaurants	Waste or labor hours by daypart
Hotels and travel	Cancellations or booking channel costs
Events	Ticket refunds or capacity use
Services and automotive	Completed work, rework or response time

These are selection examples, not industry targets. Choose action triggers from your own economics, service commitments and history. Keep the period, scope and definitions consistent. Pending data is not zero; a rate with a zero denominator is unavailable.

A number matters when it changes an action. Name the person responsible and the date when you will check what happened.



Define your measures

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Business and location or unit

Reporting week and time zone

METRIC 1

Name	Unit	Owner	Higher or lower is better

Calculation and source report

Action trigger and next check

METRIC 2

Name	Unit	Owner	Higher or lower is better

Calculation and source report

Action trigger and next check

METRIC 3

Name	Unit	Owner	Higher or lower is better

Calculation and source report

Action trigger and next check

METRIC 4

Name	Unit	Owner	Higher or lower is better

Calculation and source report

Action trigger and next check

METRIC 5

Name	Unit	Owner	Higher or lower is better

Calculation and source report

Action trigger and next check

Use the same source, calculation and reporting cutoffs every week.



Weekly review

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Business and scope

Current period and comparison period

Enter comparable results and flag incomplete data before interpreting a change.

Metric	Previous	Current	Trigger crossed	Action and owner

The decision for this week

Specific action

Owner

Due date

Review date

Separate recorded facts from your explanation. Check the source before naming a cause. If the data is unreliable, assign an action to repair it. Save a dated copy so the next review can check the result.