
1. Supplier Satisfaction KPIs

- **On-Time Delivery Rate/Lead Time:** Measures the percentage of orders delivered on or before the agreed-upon date
- **Quality of Goods/Services/Defect Rate:** Tracks the percentage of products or services that meet quality standards without defects.
 - By tracking each supplier's defect rate, businesses can identify which suppliers consistently deliver goods or services that fall short of the specified quality standards.
 - Order accuracy Order accuracy is a way of measuring how accurately suppliers deliver your orders – or, in other words, how often orders are delivered with errors.

Supplier Lead Time: Average time taken from order placement to delivery. Shortening delivery lead times can create operational efficiencies, leading to the faster fulfillment of customer orders and increased customer satisfaction. TAT make an turn around time per deliver.

- **Supplier Communication Effectiveness:** Evaluates the effectiveness and clarity of communication between the company and its suppliers.
- **Cost Competitiveness:** Assesses how competitive supplier pricing is compared to market rates.
 - Establishing competitiveness as a KPI attempts to measure the ability of a supplier to produce goods or services at a particular quality at the same or lower prices than rivals.
- **Resolution Time for Issues:** Average time taken to resolve any issues or disputes with suppliers.

2. Customer Satisfaction KPIs

I

- **Net Promoter Score (NPS):** Measures customer willingness to recommend the company's products or services to others.
 - It presents customers with a simple survey, then feeds their answers into a formula to produce a single figure for benchmarking.
- **Customer Satisfaction Score (CSAT):** Captures immediate customer satisfaction levels through post-interaction surveys.
- **Customer Effort Score (CES):** Assesses how easy it is for customers to resolve their issues or get their needs met.
- **Customer Retention Rate:** Tracks the percentage of customers who continue to do business with the company over a specified period.
- **First Contact Resolution (FCR):** Measures the percentage of customer issues resolved on the first point of contact.
- **Customer Churn Rate:** The percentage of customers who stop using the company's products or services during a given timeframe.

II

- **Identifying areas for improvement**



By measuring this, businesses can identify the areas where they are falling short and take corrective action. For example, if customers are unhappy with customer service, the business can focus on improving the training of customer service representatives or invest in a better support system.

- **Retaining customers**

Happy customers are more likely to stay loyal to a business, which can lead to repeat purchases and positive word-of-mouth recommendations. By measuring customer service satisfaction, businesses can find out what makes customers loyal and work to strengthen those factors.

Increasing sales

Customers who are happy are more likely to spend more and buy more products or services. Businesses can find ways to upsell or cross-sell to satisfied customers by measuring this.

Monitoring performance

By measuring it on a regular basis, businesses can track their performance over time and see how changes or improvements affect their results. This allows businesses to make data-driven decisions and evaluate the effectiveness of their strategies.

3. Employee Satisfaction KPIs

- **Employee Net Promoter Score (eNPS):** Measures employees' likelihood to recommend the company as a great place to work.
- **Employee Engagement Score:** Assesses how engaged employees are with their work and the company's goals.
- **Turnover Rate:** The percentage of employees who leave the company over a certain period.
- **Absenteeism Rate:** Tracks the frequency and reasons for employee absences.
- **Employee Satisfaction Index:** Derived from surveys that gauge overall job satisfaction, work environment, and management effectiveness.
- **Training and Development Opportunities:** Measures the availability and perceived value of professional growth and training opportunities offered to employees.



Key Performance Indicators (KPIs) for Supplier Satisfaction

1. On-Time Delivery Rate

- **Definition:** The percentage of orders delivered by suppliers on or before the agreed-upon date.
- **Formula:** $\frac{\text{On-Time Deliveries}}{\text{Total Deliveries}} \times 100$

2. Quality of Goods/Services

- **Definition:** The percentage of products or services that meet quality standards and are free of defects.
- **Formula:** $\frac{\text{Number of Non-Defective Items}}{\text{Total Number of Items}} \times 100$

3. Supplier Lead Time

- **Definition:** The average time taken from placing an order to receiving the goods or services.
- **Formula:** $\frac{\text{Total Lead Time}}{\text{Number of Orders}}$

4. Resolution Time for Issues

- **Definition:** The average time required to resolve any issues or disputes with suppliers.
- **Formula:** $\frac{\text{Total Resolution Time}}{\text{Number of Issues}}$

5. Cost Competitiveness

- **Definition:** Compares the supplier's pricing against market rates or competitor pricing.
- **Formula:** $\frac{\text{Supplier Price}}{\text{Market Price}} \times 100$

6. Supplier Communication Effectiveness

- **Definition:** Assesses the clarity and responsiveness of communication between the supplier and the company. This is often measured through surveys or feedback.
- **Measurement:** Survey scores or feedback ratings.

7. Contract Compliance

- **Definition:** The degree to which the supplier adheres to the terms and conditions outlined in the contract.
- **Formula:** $\frac{\text{Number of Compliance Issues}}{\text{Total Number of Contracts}} \times 100$

8. Supplier Satisfaction Survey Score

- **Definition:** A survey-based measure of supplier satisfaction, typically covering aspects like partnership quality, support, and overall experience.
- **Measurement:** Average score from periodic surveys.

9. Innovation Contribution

- **Definition:** Evaluates the supplier's contribution to product or process innovation.
- **Measurement:** Number of innovative ideas or solutions proposed by the supplier that are implemented.

10. Flexibility and Responsiveness

- **Definition:** Measures how adaptable and responsive the supplier is to changes in demand or urgent requests.
- **Measurement:** Survey ratings or assessment based on response times and flexibility in handling requests.



Key Performance Indicators (KPIs) for Customer Satisfaction

1. Net Promoter Score (NPS)

- **Definition:** Measures customers' likelihood to recommend your product or service to others.
- **Formula:**
$$\text{NPS} = \text{Percentage of Promoters} - \text{Percentage of Detractors}$$
$$\text{NPS} = \text{Percentage of Promoters} - \text{Percentage of Detractors}$$
- **Scale:** Typically -100 to +100.

2. Customer Satisfaction Score (CSAT)

- **Definition:** Measures overall satisfaction with a specific interaction or purchase.
- **Formula:**
$$\text{CSAT} = \left(\frac{\text{Number of Satisfied Customers}}{\text{Total Number of Survey Respondents}} \right) \times 100$$
$$\text{CSAT} = \left(\frac{\text{Number of Satisfied Customers}}{\text{Total Number of Survey Respondents}} \right) \times 100$$
- **Scale:** Usually a scale from 1-5 or 1-10.

3. Customer Effort Score (CES)

- **Definition:** Assesses how easy it was for customers to resolve their issues or get their needs met.
- **Formula:** Typically measured through survey questions asking how much effort was required.
- **Scale:** Usually 1-7 or 1-5, with lower scores indicating less effort.

4. Customer Retention Rate

- **Definition:** Measures the percentage of customers who continue to do business with the company over a specified period.
- **Formula:**
$$\text{Retention Rate} = \left(\frac{\text{Number of Customers at End of Period} - \text{Number of New Customers Acquired}}{\text{Number of Customers at Start of Period}} \right) \times 100$$
$$\text{Retention Rate} = \left(\frac{\text{Number of Customers at End of Period} - \text{Number of New Customers Acquired}}{\text{Number of Customers at Start of Period}} \right) \times 100$$

5. First Contact Resolution (FCR)

- **Definition:** Measures the percentage of customer issues resolved on the first point of contact.
- **Formula:**
$$\text{FCR} = \left(\frac{\text{Number of Issues Resolved on First Contact}}{\text{Total Number of Issues}} \right) \times 100$$
$$\text{FCR} = \left(\frac{\text{Number of Issues Resolved on First Contact}}{\text{Total Number of Issues}} \right) \times 100$$

6. Customer Churn Rate

- **Definition:** Tracks the percentage of customers who stop using the company's products or services during a given timeframe.
- **Formula:**
$$\text{Churn Rate} = \left(\frac{\text{Number of Lost Customers}}{\text{Total Number of Customers at Start of Period}} \right) \times 100$$
$$\text{Churn Rate} = \left(\frac{\text{Number of Lost Customers}}{\text{Total Number of Customers at Start of Period}} \right) \times 100$$

7. Customer Lifetime Value (CLV)



- **Definition:** Estimates the total revenue a business can expect from a customer over their lifetime.
- **Formula:** $CLV = \text{Average Purchase Value} \times \text{Purchase Frequency} \times \text{Customer Lifespan}$
 $CLV = \text{Average Purchase Value} \times \text{Purchase Frequency} \times \text{Customer Lifespan}$

8. Customer Complaint Rate

- **Definition:** Measures the number of complaints received relative to the number of customers.
- **Formula:**
 $\text{Complaint Rate} = \left(\frac{\text{Number of Complaints}}{\text{Total Number of Customers}} \right) \times 100$
 $\text{Complaint Rate} = \left(\frac{\text{Number of Complaints}}{\text{Total Number of Customers}} \right) \times 100$

9. Average Resolution Time

- **Definition:** Tracks the average time taken to resolve customer issues or complaints.
- **Formula:**
 $\text{Average Resolution Time} = \frac{\text{Total Time to Resolve Issues}}{\text{Number of Issues}}$
 $\text{Average Resolution Time} = \frac{\text{Total Time to Resolve Issues}}{\text{Number of Issues}}$

10. Customer Survey Response Rate

- **Definition:** Measures the percentage of customers who respond to satisfaction surveys.
- **Formula:**
 $\text{Response Rate} = \left(\frac{\text{Number of Survey Responses}}{\text{Number of Surveys Sent}} \right) \times 100$
 $\text{Response Rate} = \left(\frac{\text{Number of Survey Responses}}{\text{Number of Surveys Sent}} \right) \times 100$

11. Customer Advocacy

- **Definition:** Measures the extent to which customers actively advocate for the brand or share positive experiences.
- **Measurement:** Can be gauged through social media mentions, referrals, and reviews.

12. Social Media Sentiment

- **Definition:** Analyzes the sentiment of customer interactions and mentions on social media.
- **Measurement:** Typically measured using sentiment analysis tools that categorize mentions as positive, negative, or neutral.

Monitoring and Analyzing KPIs

To effectively use these KPIs:

- **Regularly Collect Data:** Use surveys, feedback forms, and analytics tools to gather data.
- **Benchmark and Compare:** Set benchmarks and compare performance over time or against industry standards.
- **Act on Insights:** Use insights from KPI analysis to make improvements in customer service, product offerings, and overall customer experience.

Measuring employee satisfaction is essential for maintaining a motivated and productive workforce. Here are key KPIs to gauge employee satisfaction effectively:

Key Performance Indicators (KPIs) for Employee Satisfaction

1. Employee Net Promoter Score (eNPS)

- **Definition:** Measures employees' likelihood to recommend your organization as a great place to work.



- **Formula:**
$$\text{eNPS} = \text{Percentage of Promoters} - \text{Percentage of Detractors}$$
- **Scale:** Typically -100 to +100.
- 2. **Employee Engagement Score**
 - **Definition:** Assesses the level of engagement employees have with their work and the organization's goals.
 - **Measurement:** Often gathered through engagement surveys that ask about motivation, commitment, and enthusiasm.
- 3. **Employee Satisfaction Index**
 - **Definition:** Measures overall job satisfaction based on various factors such as work environment, compensation, and management.
 - **Formula:** Average score from periodic satisfaction surveys (e.g., on a scale of 1-10).
- 4. **Turnover Rate**
 - **Definition:** The percentage of employees who leave the company over a specific period.
 - **Formula:**

$$\text{Turnover Rate} = \left(\frac{\text{Number of Employees Who Left}}{\text{Average Number of Employees}} \right) \times 100$$
- 5. **Absenteeism Rate**
 - **Definition:** Tracks the frequency and reasons for employee absences.
 - **Formula:**

$$\text{Absenteeism Rate} = \left(\frac{\text{Total Number of Absent Days}}{\text{Total Number of Available Workdays}} \right) \times 100$$
- 6. **Employee Retention Rate**
 - **Definition:** Measures the percentage of employees who stay with the company over a given period.
 - **Formula:**

$$\text{Retention Rate} = \left(\frac{\text{Number of Employees at End of Period} - \text{Number of New Employees}}{\text{Number of Employees at Start of Period}} \right) \times 100$$
- 7. **Training and Development Satisfaction**
 - **Definition:** Assesses employees' satisfaction with the training and development opportunities provided.
 - **Measurement:** Survey scores related to the quality and availability of training programs.
- 8. **Work-Life Balance Score**
 - **Definition:** Measures how well employees feel they are balancing work with personal life.
 - **Measurement:** Survey results or feedback ratings related to work-life balance.
- 9. **Career Advancement Opportunities**
 - **Definition:** Evaluates employees' satisfaction with opportunities for career growth and promotion within the organization.
 - **Measurement:** Typically measured through surveys asking about career progression and growth potential.
- 10. **Compensation and Benefits Satisfaction**
 - **Definition:** Measures satisfaction with salary, benefits, and overall compensation package.
 - **Measurement:** Survey ratings or feedback on compensation and benefits.

11. Managerial Effectiveness

- **Definition:** Assesses employees' satisfaction with their direct supervisors and management team.
- **Measurement:** Feedback from surveys or 360-degree evaluations on management effectiveness.

12. Employee Recognition and Rewards

- **Definition:** Measures satisfaction with the recognition and rewards provided for good performance.
- **Measurement:** Survey scores or feedback related to the effectiveness and fairness of recognition programs.

13. Job Security

- **Definition:** Measures employees' feelings of job security and stability within the company.
- **Measurement:** Survey responses regarding perceptions of job stability and security.

14. Work Environment Satisfaction

- **Definition:** Assesses how satisfied employees are with their physical work environment and facilities.
- **Measurement:** Survey ratings related to the quality of the workplace environment.

Monitoring and Analysis

- **Regular Surveys:** Conduct employee satisfaction surveys periodically to gather data on various aspects of job satisfaction.
- **Analyze Trends:** Look for trends in the data over time to identify areas of improvement or decline.
- **Benchmark:** Compare your KPIs with industry standards or best practices to gauge your organization's performance.
- **Act on Feedback:** Use the insights gained from these KPIs to make targeted improvements in policies, practices, and overall employee experience.



5 survey questions for employees, suppliers and customer

Please check the circle to indicate your answer or rate your response.

For Employees:

1. **Work Environment:** How satisfied are you with the current work environment and company culture?
 - ☐ Very Satisfied
 - ☐ Satisfied
 - ☐ Neutral
 - ☐ Dissatisfied
 - ☐ Very Dissatisfied
2. **Management Support:** How would you rate the level of support and communication you receive from your direct manager or supervisor?
 - ☐ Very Satisfied
 - ☐ Satisfied
 - ☐ Neutral
 - ☐ Dissatisfied
 - ☐ Very Dissatisfied
3. **Professional Growth:** How satisfied are you with the opportunities for professional development and career advancement provided by the company?
 - ☐ Very Satisfied
 - ☐ Satisfied
 - ☐ Neutral
 - ☐ Dissatisfied
 - ☐ Very Dissatisfied



4. **Work-Life Balance:** How would you rate the company's support for maintaining a healthy work-life balance?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

5. **Job Satisfaction:** Overall, how satisfied are you with your current role and responsibilities within the company?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied



For Suppliers:

1. **Communication:** How satisfied are you with the communication between your company and our procurement team?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

2. **Timeliness:** How satisfied are you with the timeliness of payments and order placements?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

3. **Quality of Partnership:** How satisfied are you with the overall quality of the partnership between our companies?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied



4. **Problem Resolution:** How satisfied are you with the effectiveness of our resolution of any issues or disputes?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

5. **Future Collaboration:** How satisfied are you with the prospects of continuing to work with us in the future?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied



For Suppliers:

1. How would you rate the quality of our customer service?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

2. How satisfied are you with our product?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

3. How satisfied are you with our timelines of your delivery?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

4. How would you rate your overall experience with customer service?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

5. How likely are you to use our service again based on your recent experience?

- ☐ **Very Satisfied**
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied





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