The KPI Institute

Celebrating 10 Years of PERFORMANCE

Certified Customer Service Performance Professional

Dashboards Catalogue









TKI-0150 | Feb. 2015 | 19 pages

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Telecommunications

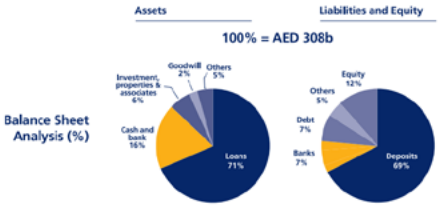
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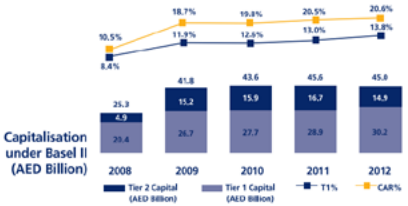
Transportation

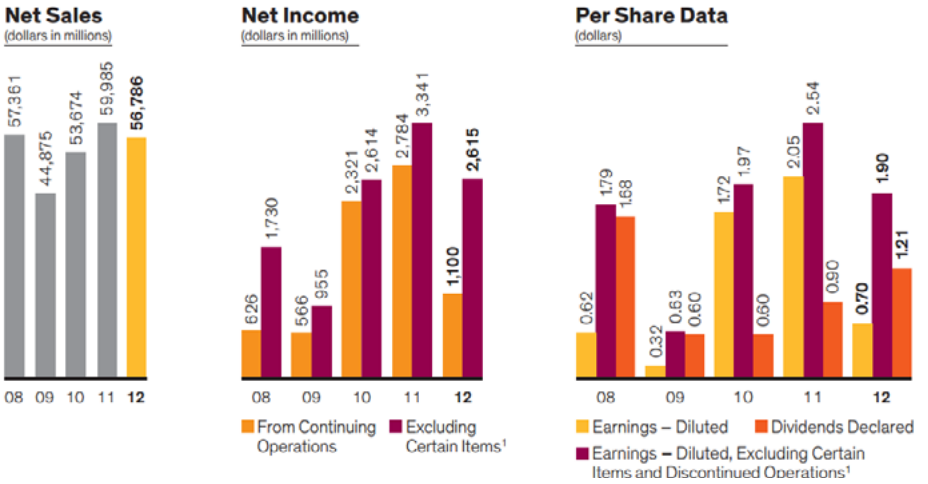
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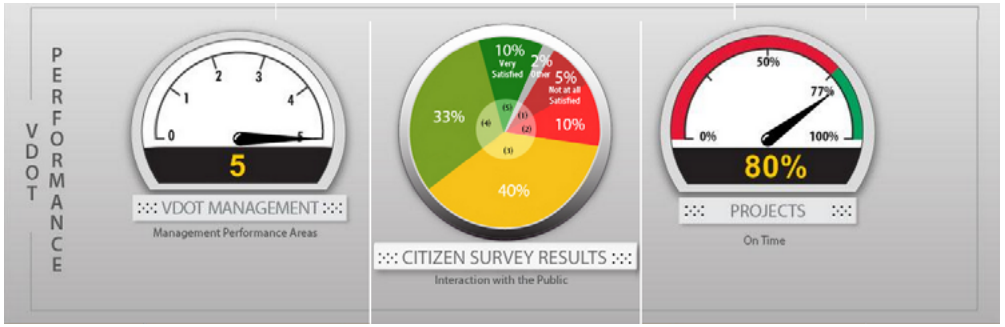
Utilities

Environmental Finance Center 19









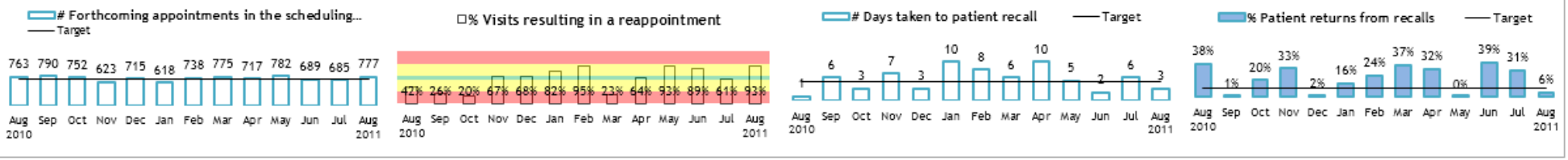
The KPI Institute example

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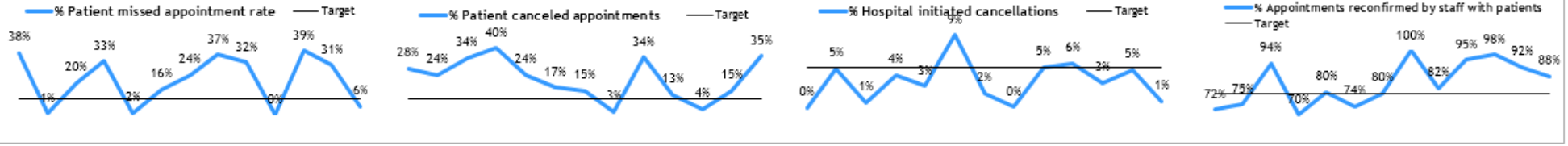
Medical Centre Management Performance Dashboard

Period Aug 2011

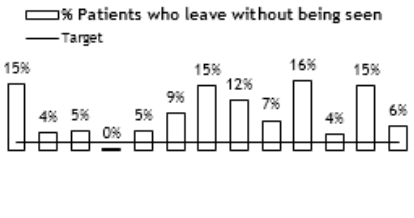
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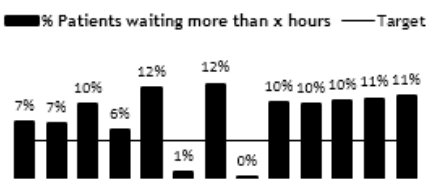


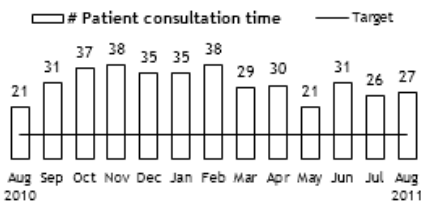
Missed Service Opportunities



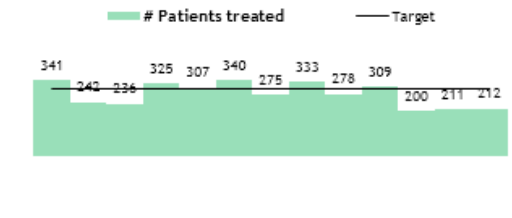
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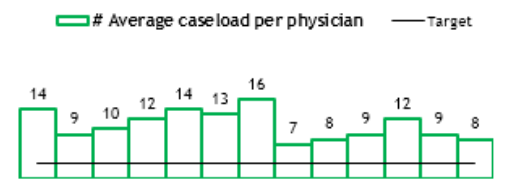


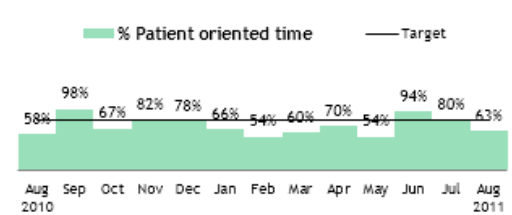




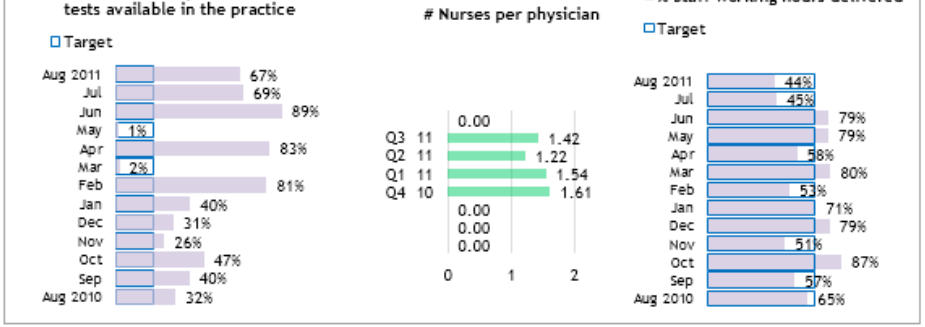
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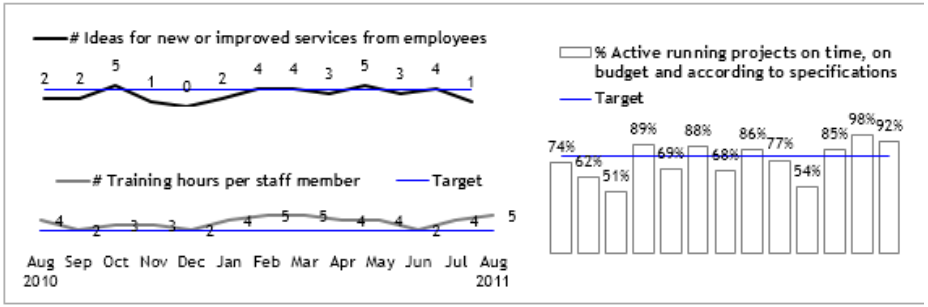




Resource Utilization

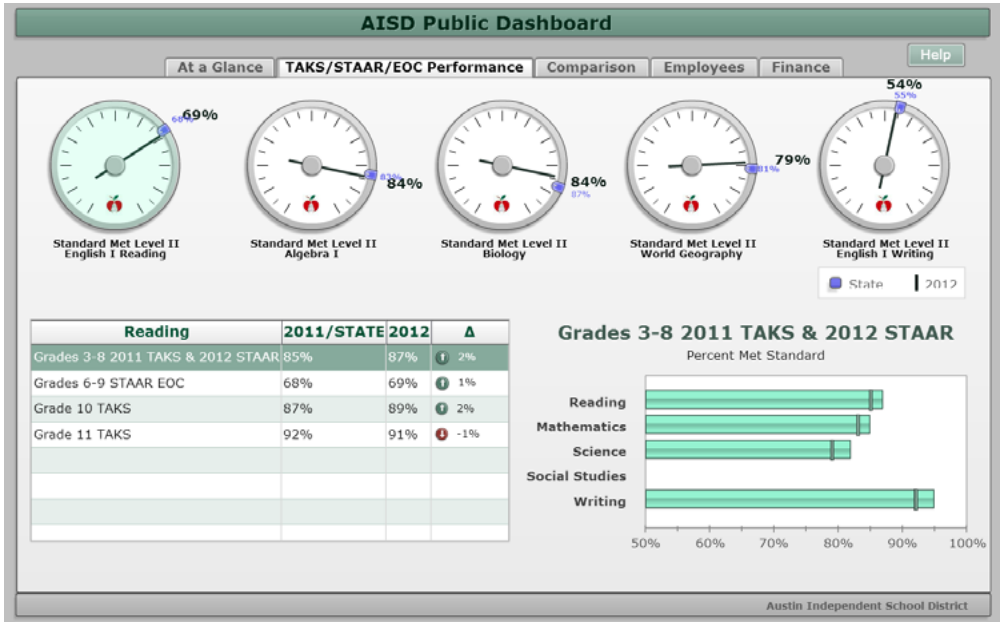


Continous Improvement



Source: http://store.kpiinstitute.org/medical-practice-dashboard.html

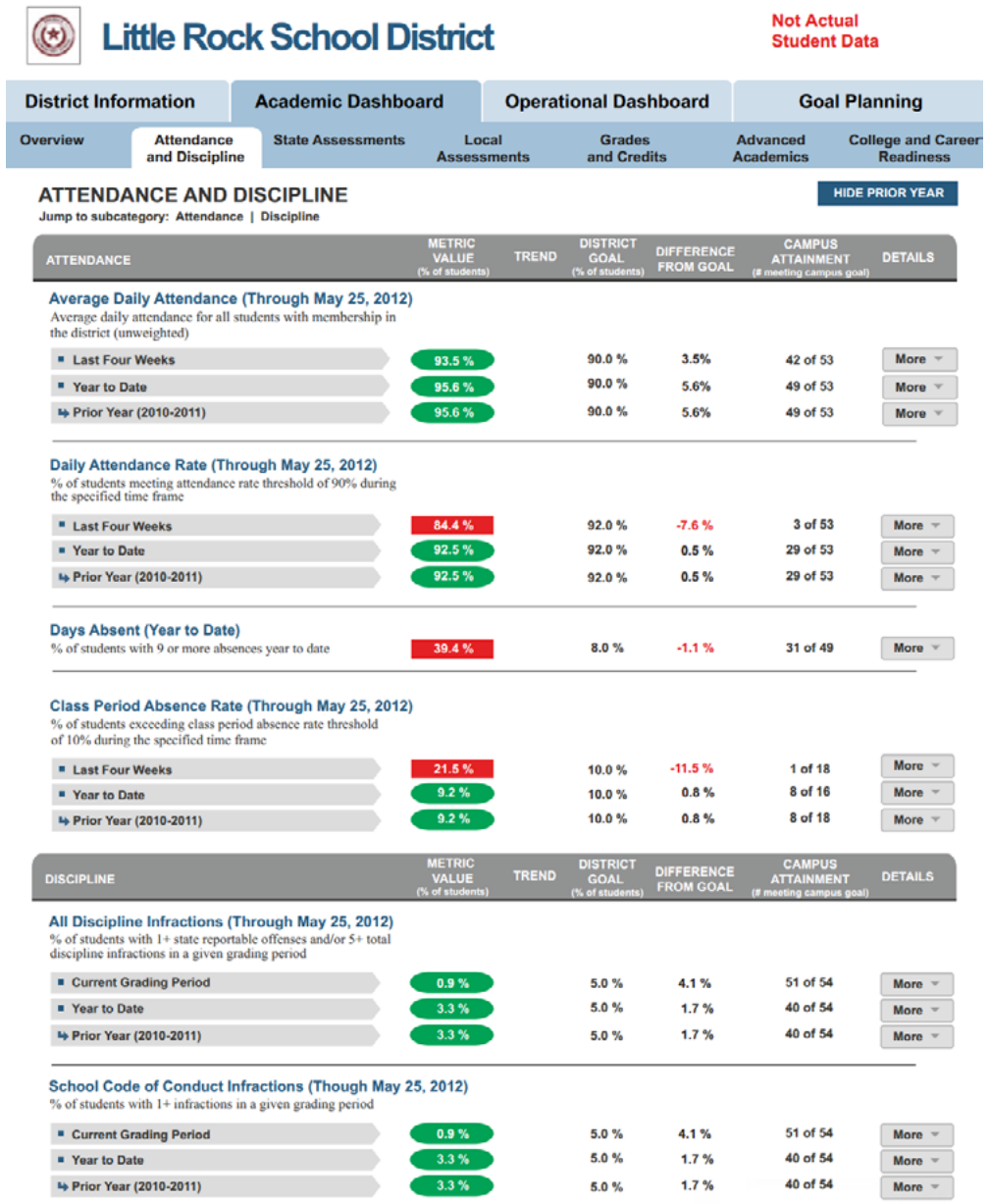
Austin Independent School District





Source: http://www.austinisd.org/dashboard

Little Rock School District



Source: https://adedata.arkansas.gov/sgps/docs/Binder_AR_District_View.pdf

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University of Southern California

USC / School Performance Dashboard

Click for this year's TOP 10 Performing Schools

SEARCH LIST BY YEAR 2013

1–2 | 3–4 | 5–6 | 7–8 | 9–10 | Insufficient Data

Click on a school to add it to your clipboard and the **SCHOOLS of INTEREST** LIST below.

Add all schools to the right to SOI list below

Year	Cnty	School	Reserves Ratio	Liquidity Ratio	Direct Cla Investmer	English Learner	API	AYP	Momentu	ELA Productivi	Math Productivi	Graduatio Rate	Curriculur Rigor	College Readiness
2013	ALA	Oakland Unity High	0.20	1.30	0.84	10	6	2						
2013	ALA	East Oakland Leadership Aca	0.60	3.83	0.79	10		3						
2013	ALA	LPS College Park	0.01	1.01	0.72	10	1	1						
2013	ALA	Bay Area Technology	0.05	1.15	0.79	6	1	7						
2013	ALA	Aspire Millsmont Academy	0.08	1.36	0.66	6	3	2						
2013	ALA	Lighthouse Community Charter	0.28	4.34	0.57	10	8	9						
2013	ALA	Aspire Berkley Maynard Acac	0.17	1.78	0.83	8	9	7	5	7	6			
2013	ALA	World Academy	0.40	2.68	0.95	2	9	4	1	3	7			

HIGH SCHOOL PERFORMANCE MEASURES

College-Readiness Rate
The College-Readiness Rate is the proportion of students who score basic or above on state tests in English/Language Arts (11th grade) and higher-level math and science courses, in schools that offer grades 10 and 11.

Narrow list by county | School name | English Learner % Any | Largest Racial Group: All

SCHOOLS of INTEREST LIST

1 SCHOOL / MULTIPLE YEARS | MULTIPLE SCHOOLS / YEARS

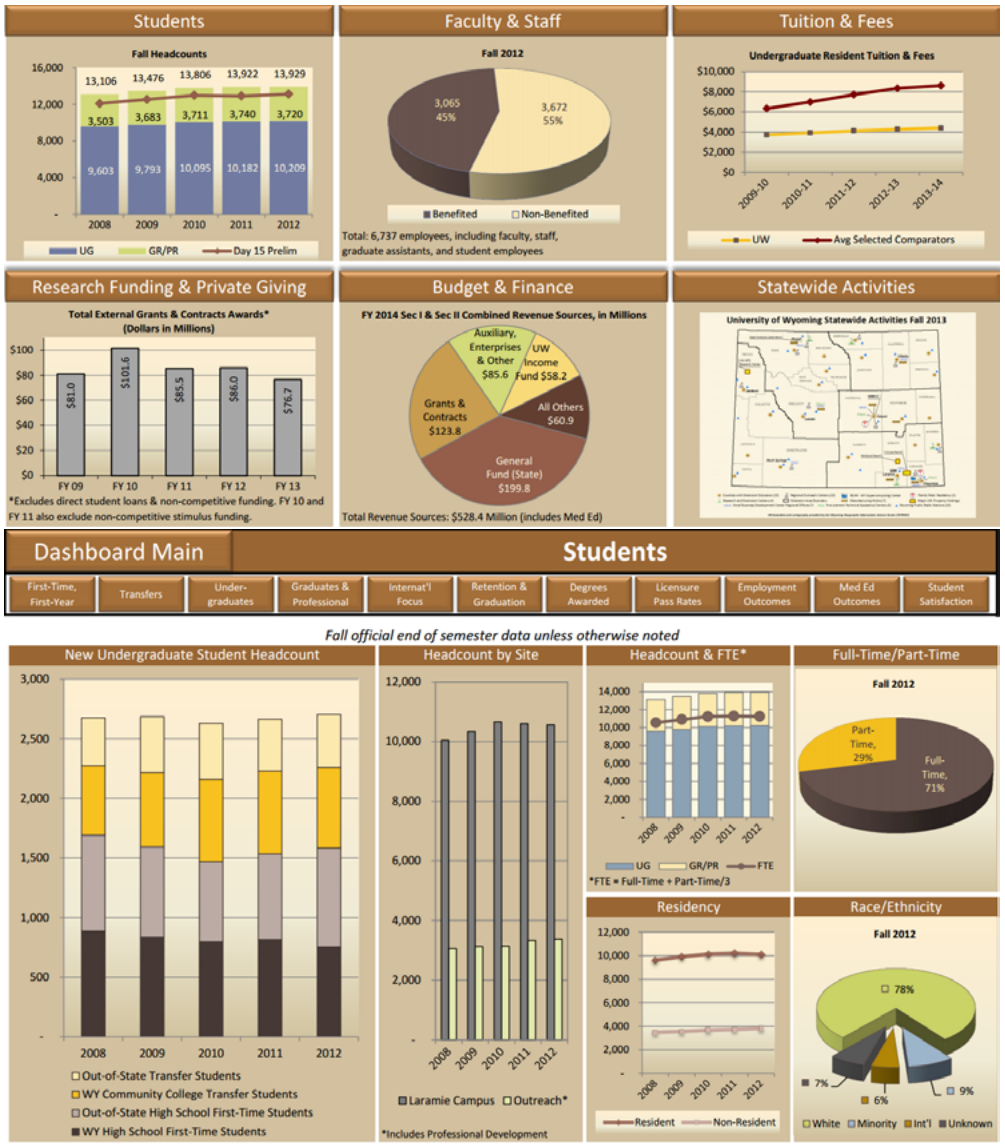
Print | Export | Clear

Click on a school to remove it from the **SCHOOLS of INTEREST** LIST.

Year	Cnty	School	Reserves Ratio	Liquidity Ratio	Direct Cla Investmer	English Learner	API	AYP	Momentu	ELA Productivi	Math Productivi	Graduatio Rate	Curriculur Rigor	College Readiness
2013	ALA	FAME Public Charter	0.09	1.13	0.64	7	4	5	5			3	1	1
2013	ALA	Envision Academy for Arts & T	0.07	1.31	0.57	7	3	1	4			8	5	
2013	ALA	Aspire California College Prep	0.08	1.42	0.78	9	9	3	2			9	10	
2013	ALA	Community School for Creativ		1.06	0.69	1		6						
2013	ALA	Yu Ming Charter		2.01	0.52			6						
2013	ALA	Cox Academy	0.13	1.56	0.95	6	7	3	1					
2013	ALA	Nea Community Learning Cent	0.10	1.81	0.84	2	6	6	5	9	7	10	10	
2013	ALA	Academy of Alameda	0.16	1.73	0.62	6	2	3	7	6	3			
2013	ALA	Alameda Community Learning	0.35	10.99	0.74	5	4	8	5	9	6	10	10	
2013	ALA	Bay Area School of Enterprise	0.17	2.69	0.54	2		1		1	1	6	1	
2013	ALA	REALM Middle	0.24	1.03	0.42	1		2		3	2			

Source: http://school-performance.usc.edu/csi_interactive.html

University of Wyoming



Source: http://www.uwyo.edu/oia/_files/dashboard/uw_dashboard_fall_2013.pdf

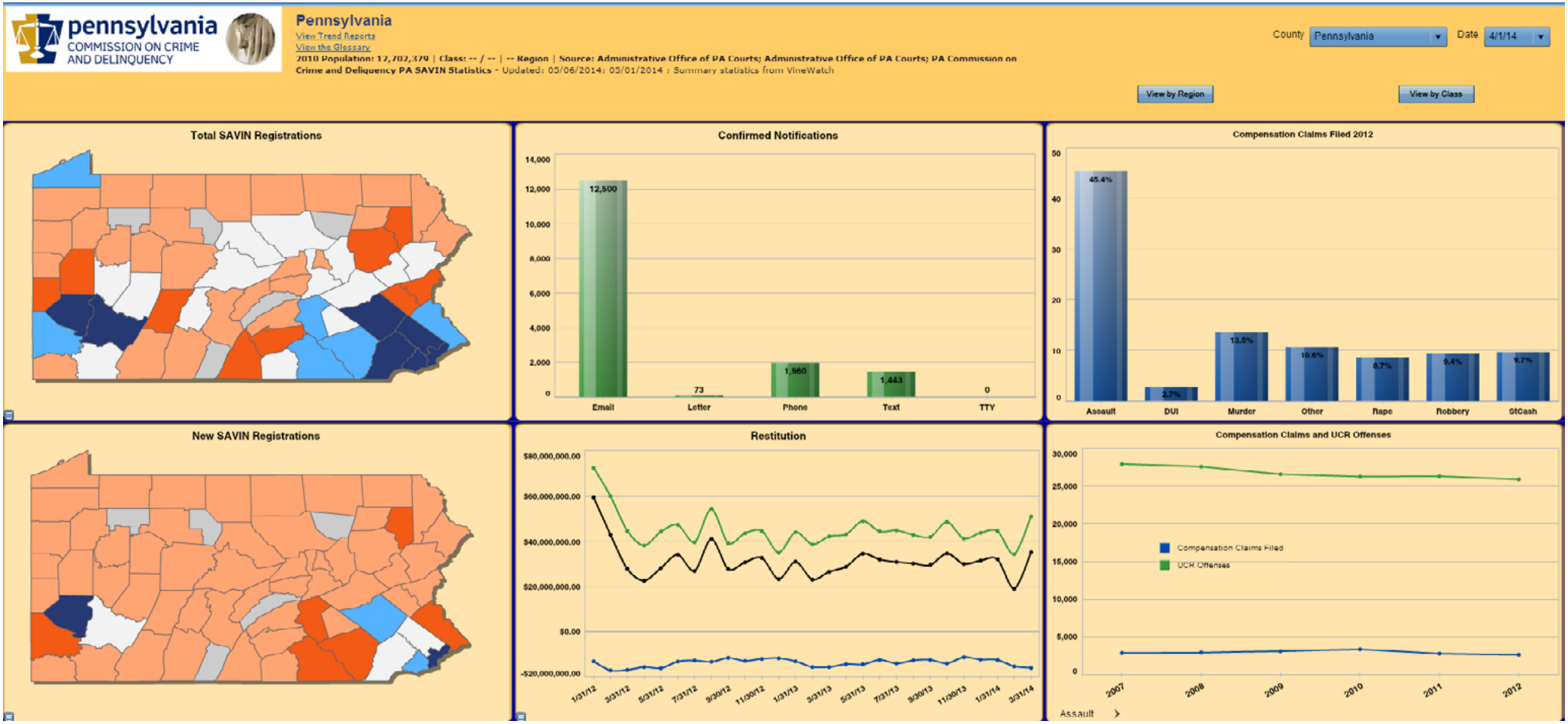
Emirates National Bank of Dubai



Source: http://www.emiratesnbd.com/assets/cms/docs/AnnualReport/2012/J03519%20%20Annual%20Report_2012_E_CMmsg.pdf

Pennsylvania Commission on Crime and Delinquency

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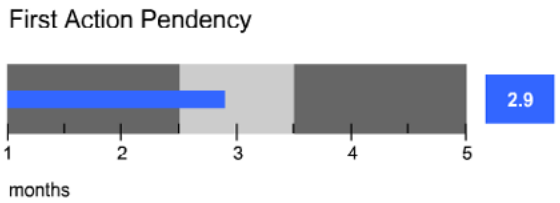


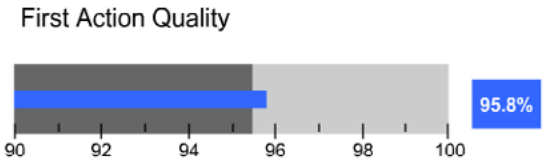
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United States Patent and Trademark Office

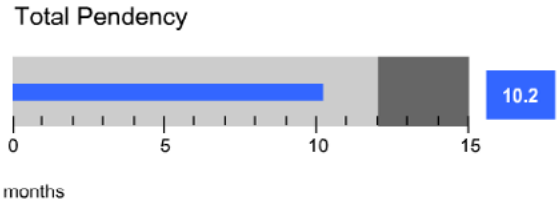
Second Quarter FY 2014, At a Glance

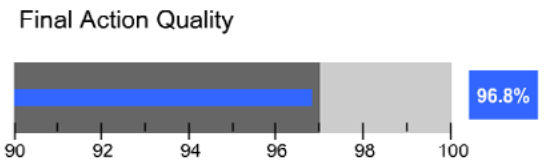
FIRST ACTION		TOTAL		YEAR TO DATE			
2.9	95.8%	10.2	96.8%	128,776	80%	217,059	4.3%
PENDENCY	QUALITY	PENDENCY	QUALITY	REGISTRATIONS	ELECTRONIC PROCESSING	APPLICATIONS	INCREASE IN APPLICATIONS

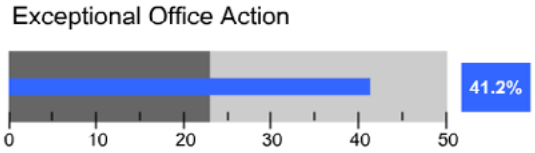








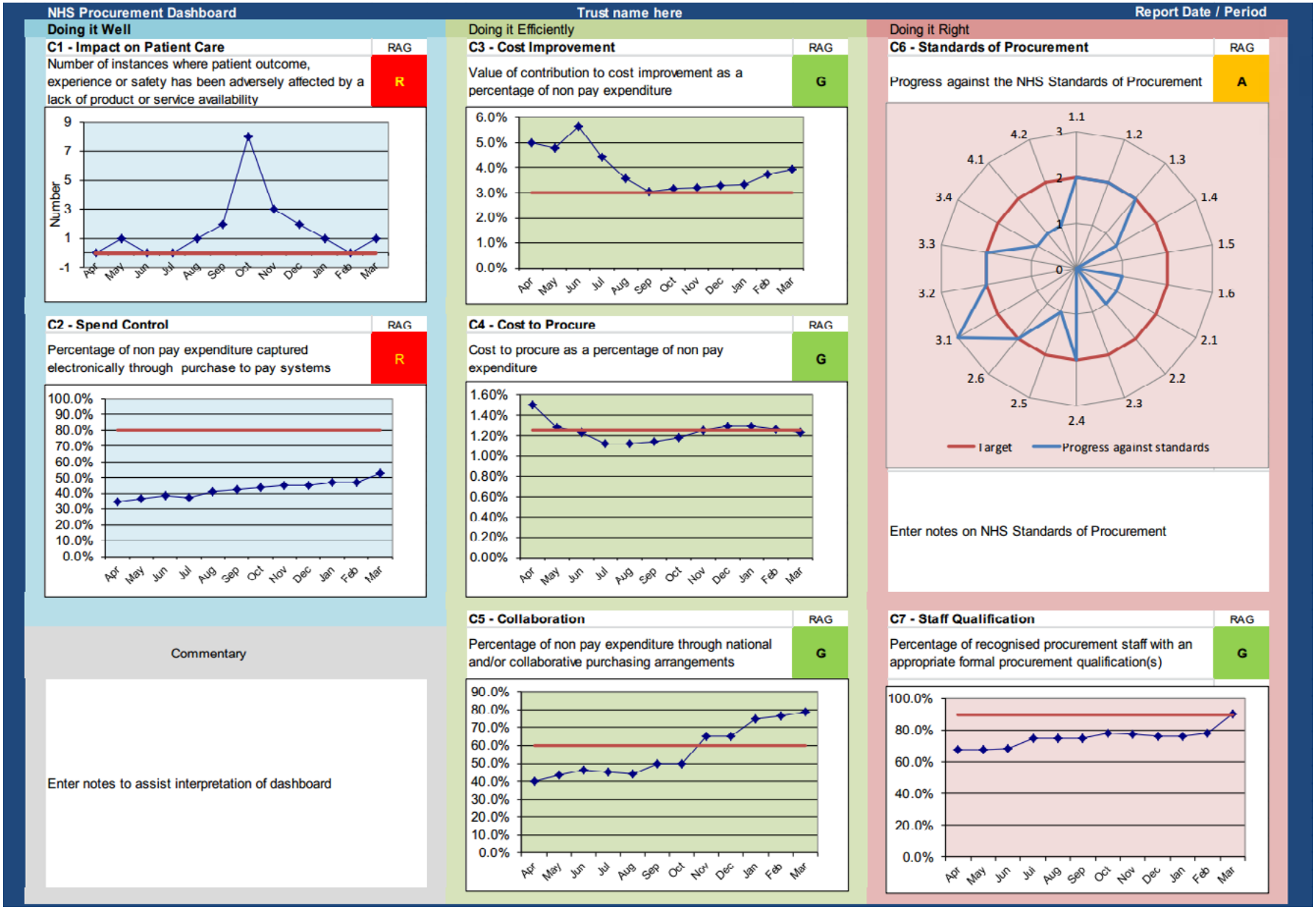




Source: http://www.uspto.gov/dashboards/trademarks/main.dashxml

National Health Service

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Source: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/255874/nhs_procurement_dashboard_overview.pdf

South Australia Health

Emergency Dept Dashboard

Data Current To:30/05/2014 23:00

Help

Hospital Status

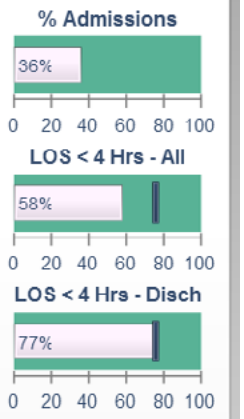
Excludes high priority cases.

Hos	EA	WTBS	Com Treat	Cap	*	Avg wait (mins)#
FMC	3	2	53	53		64
LMH	1	4	30	41		41
MH	0	10	18	25		33
RAH	6	5	54	59		53
TQEH	4	8	23	31		43
WCHP	0	6	27	26		62
Total	14	35	205	235		

FMC Streams

	Wait to See			Treat	Wait For Bed			Total Time in ED						
Stream	Tot	WOT	*	Tot	Tot	WOT	*	0-2	2-3	3-4	4-8	8+	EECU	Tot
LIKELY TO ADMIT	1	0		17	8	0		6	3	4	10	3	4	30
LIKELY TO DISCHARG	0	0		8	0	0		5	2	0	1	0	1	9
MENTAL HEALTH	0	0		1	4	3		0	0	1	0	4	1	6
PAEDIATRICS	0	0		4	0	0		3	1	0	0	0	0	4
RESUSCITATION	1	1		0	0	0		1	0	0	0	0	0	1
TIME CRITICAL	0	0		1	2	0		1	0	0	1	1	0	3
UNCLASSIFIED	0	0		0	2	0		1	0	0	1	0	0	2
Total	2	1		31	16	3		17	6	5	13	8	6	55

FMC KPI's From Midnight



FMC Expected Arrivals

Category	Total
AMB 2	2
AMB 5	1
Total	3

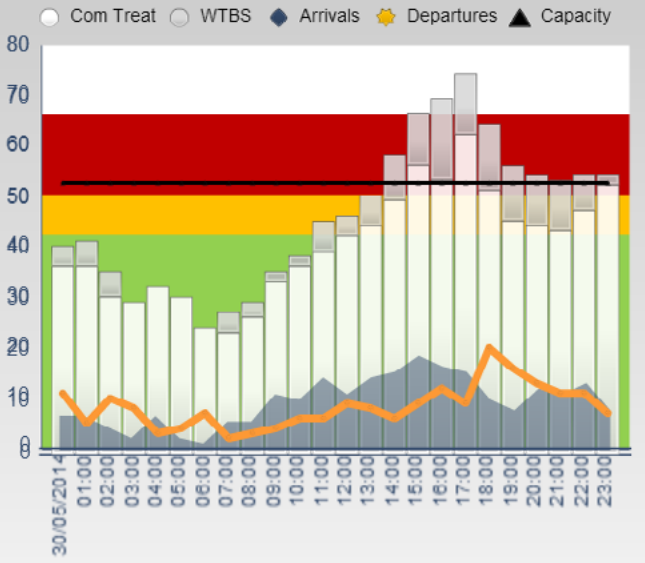
FMC Departures (Last 1Hr)

Departure Type	Total
Admitted to this hospital	2
Did not wait	0
Discharged	4
Transferred to other Hosp	1
Total	7

FMC Triage Categories

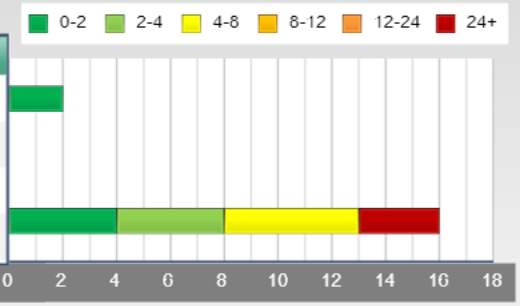
Cat.	WTS	WOT	*	Oth	Tot
2	1	1		9	10
3	1	0		35	36
4	0	0		9	9
Total	2	1		53	55

FMC 24 Hour Activity



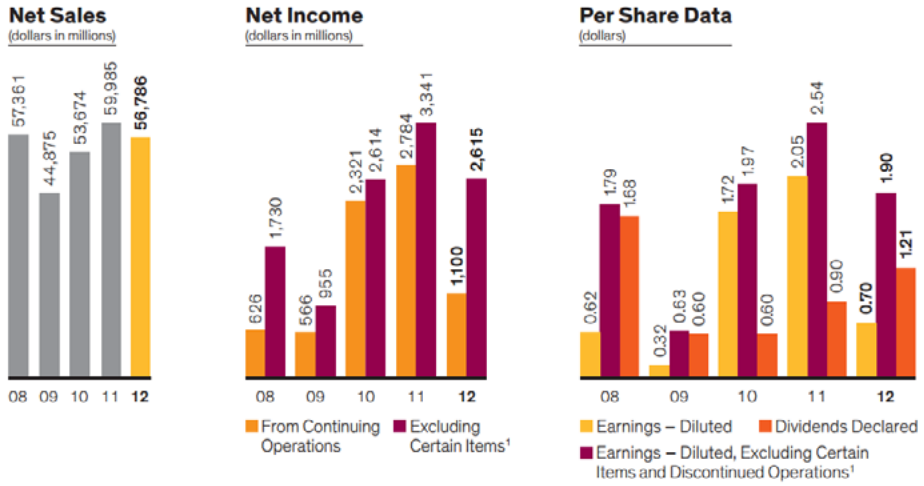
FMC Waiting Times

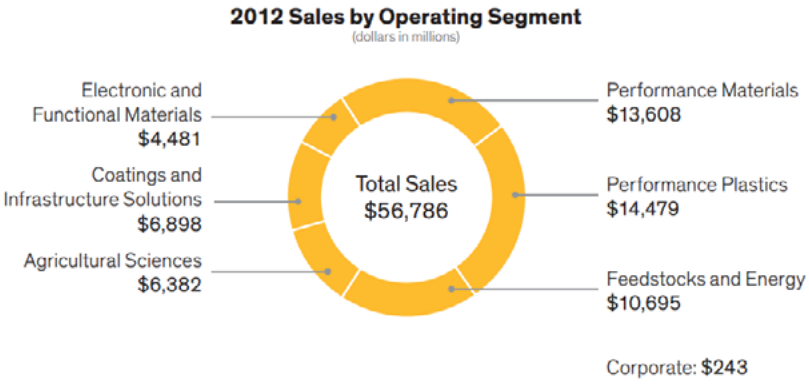
	0-2	2-4	4-8	8-12	12-24	24+	Total
Waiting to be Seen	2	0	0	0	0	0	2
Waiting for Radiology	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Waiting for IP Consult	0	0	0	0	0	0	0
Waiting for a Bed	4	4	5	0	0	3	16



Source: http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/our+performance/our+hospital+dashboards/about+the+emergency+department+dashboard/emergency+department+dashboard

Dow Chemical

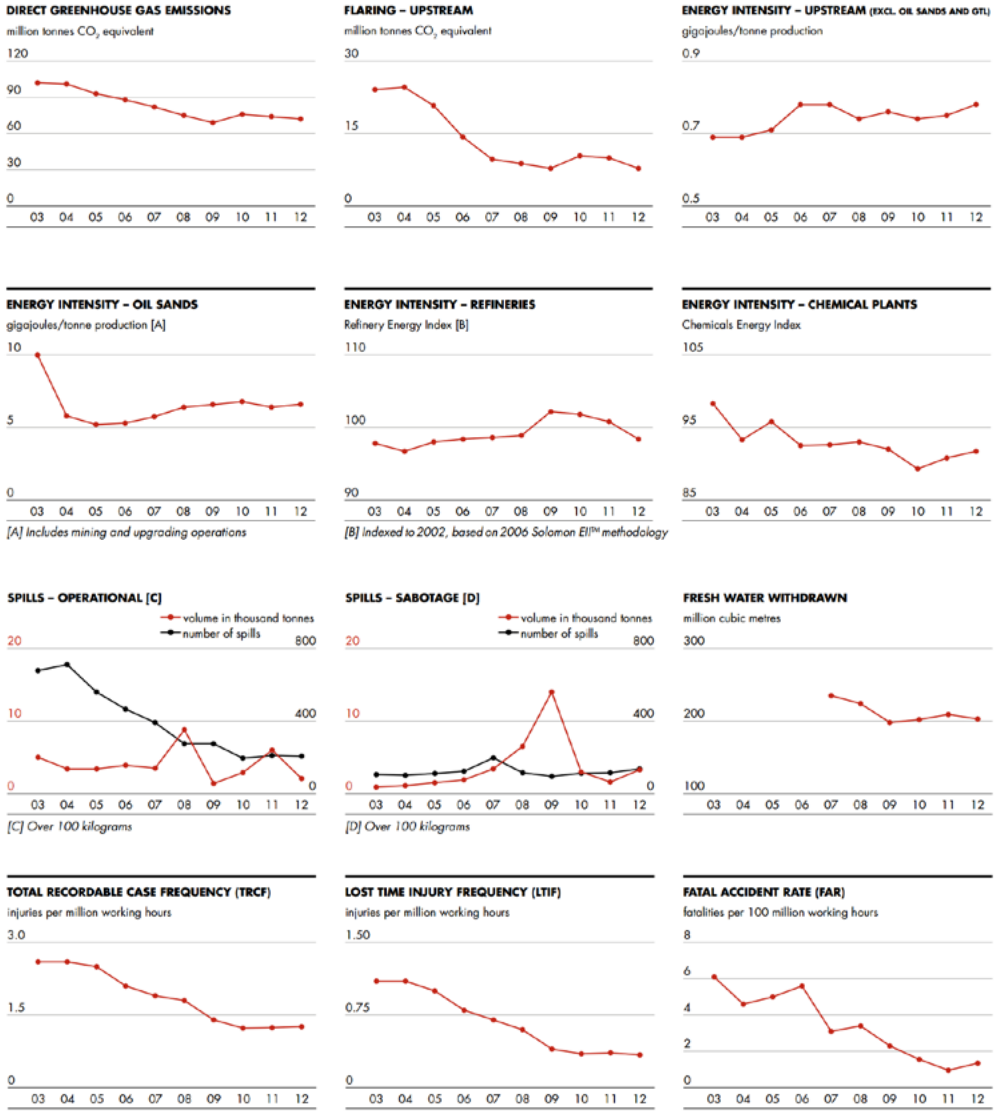




Source: http://www.dow.com/investors/pdfs/161-00784_2012_Annual_Report.pdf

Shell

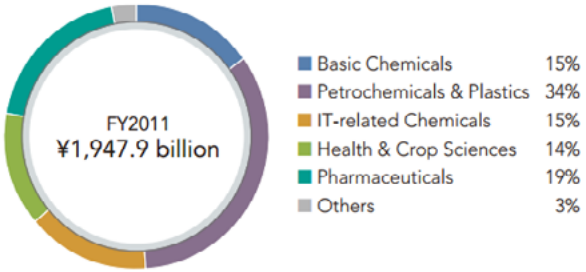
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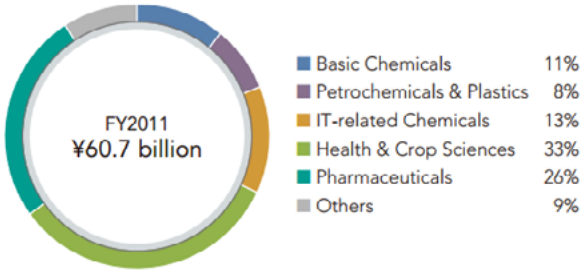
Source: http://reports.shell.com/sustainability-report/2012/servicepages/downloads/files/entire_shell_sr12.pdf

Sumitomo

Net Sales

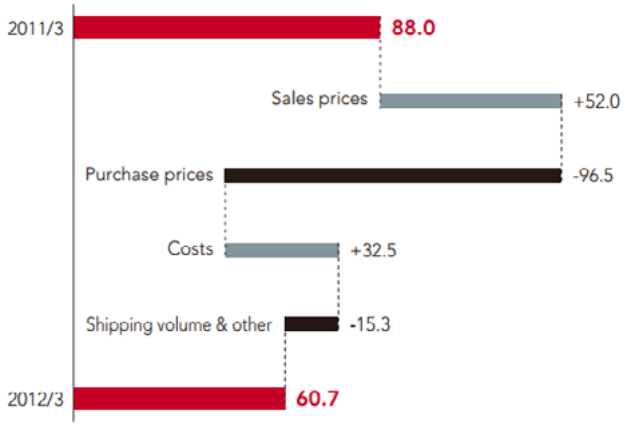


Operating Income



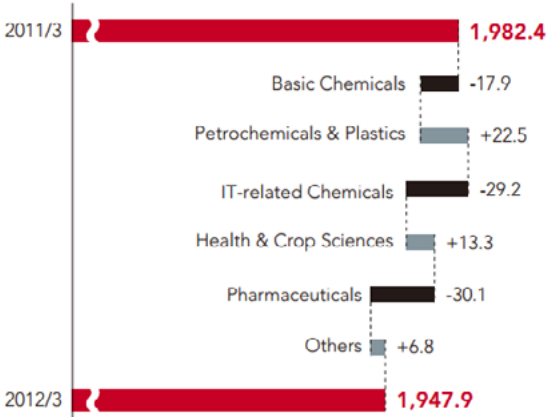
* Ratio of each segment's operating income to total operating income before eliminating income from intersegment transactions and incurring shared company-wide expenses.

Factors for Change (Billions of yen)



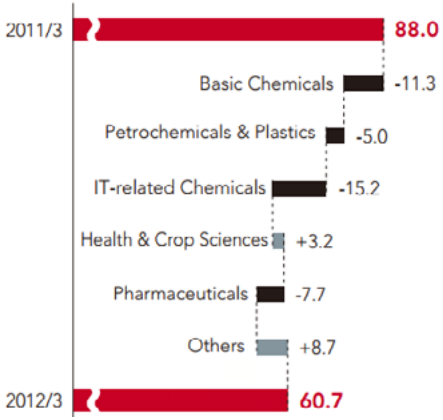
Changes in Net Sales

By Segment (Billions of yen)

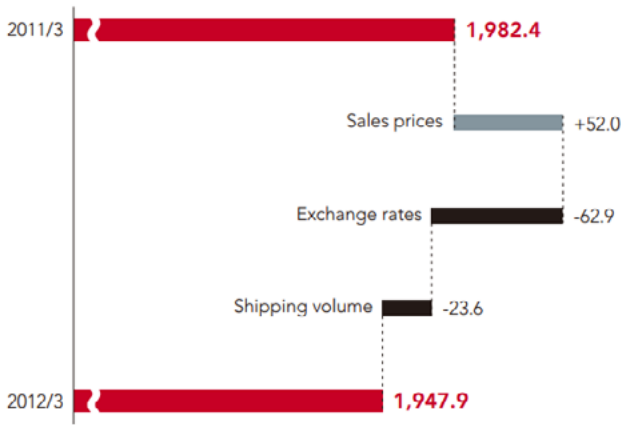


Changes in Operating Income

By Segment (Billions of yen)



Factors for Change (Billions of yen)



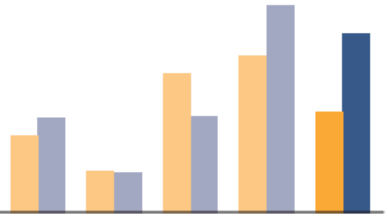
Source: http://www.sumitomo-chem.co.jp/english/ir/library/annual_report/docs/ar2012_e.pdf

Suncor

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FINANCIAL HIGHLIGHTS (1)(2)

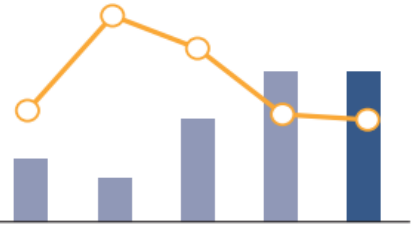
Earnings
($ millions)



	2008	2009	2010	2011	**2012**
Net earnings	2 137	1 146	3 829	4 304	**2 783**
Operating earnings(3)	2 617	1 115	2 634	5 674	**4 890**

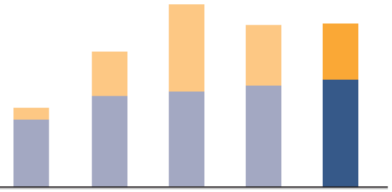
2012 net earnings includes an after-tax impairment charge of $1.487 billion for the Voyageur upgrader project.

Net Debt and Cash Flow from Operations(3)
($ millions)



	2008	2009	2010	2011	**2012**
Net debt (at year end)	7 226	13 377	11 254	6 976	**6 632**
Cash flow from operations(3)	4 057	2 799	6 656	9 746	**9 745**

Production
(mboe/d)



	2008	2009	2010	2011	**2012**
Exploration and Production	36.7	149.3	296.9	206.7	**189.9**
Oil Sands	228.0	306.7	318.2	339.3	**359.2**
Total	264.7	456.0	615.1	546.0	**549.1**

Return on Capital Employed(3)
(%)



2008	2009	2010	2011	**2012**
22.5	2.6	11.4	13.8	**7.3**

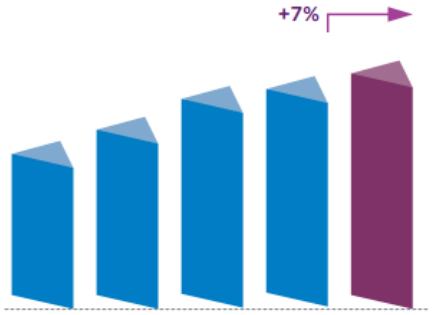
2012 return on capital employed was impacted by approximately 4% due to an after-tax impairment of $1.487 billion for the Voyageur upgrader project.

Source: http://www.suncor.com/pdf/Suncor_Annual_Report_2012_en.pdf

Axiata

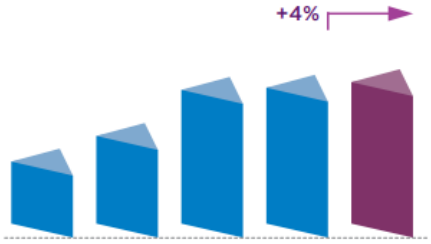
FIVE-YEAR GROUP FINANCIAL HIGHLIGHTS

OPERATING REVENUE
(RM Billion)



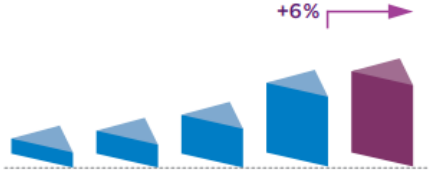
Note 1

EBITDA
(RM Billion)

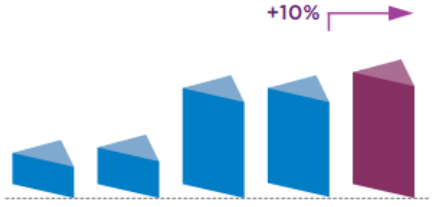


Note 2

PAT
(RM Billion)

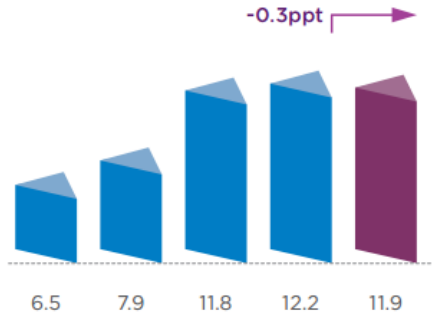


Normalised PATAMI
(RM Billion)



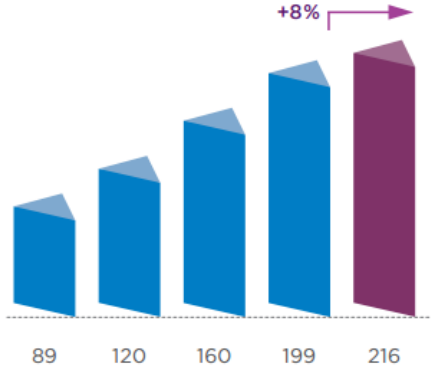
Note 3 Note 4 Note 5 Note 6 Note 7

ROIC
(%)



Note 8 Note 8

SUBSCRIBERS
(Million)



Note 1 – Based on 2011 audited numbers. Based on restated numbers, 2011 revenue is RM16.3 billion. Please refer to Notes to the Financial Statements no. 47 for more details

Note 2 – Based on 2011 audited numbers. Based on restated numbers, 2011 EBITDA is RM7.2 billion. Please refer to Notes to the Financial Statements no. 47 for more details

Note 3 – 2008 normalised PATAMI excludes foreign exchange loss (+RM284.7 million)

Note 4 – 2009 normalised PATAMI excludes XL one-off gains on finance lease arrangement (-RM132.5 million), accelerated depreciation/asset impairment (+RM235.6 million) and foreign exchange gains (-RM349.2 million)

Note 5 – 2010 normalised PATAMI excludes gain on disposal/merger (-RM388.4 million), impairment/FRS adjustment (+RM1.2 billion), XL minority interest (-RM49.2 million) and foreign exchange gains (-RM54.9 million)

Note 6 – 2011 normalised PATAMI excludes acquisition and provision (+RM107.7 million), XL severance payment (+RM46.8 million), Celcom network impairment (+RM105.1 million), Celcom tax incentive (-RM140.0 million) and foreign exchange loss (+RM73.2 million)

Note 7 – 2012 normalised PATAMI excludes Celcom tax incentive (-RM110.0 million), Celcom penalty on Sukuk (+RM26.3 million), Celcom network impairment (+RM161.6 million), Dialog tax impact (-RM47.8 million), Hello asset impairment (+RM46.0 million), Robi SIM tax (+RM34.4 million) and foreign exchange loss (+RM161.3 million)

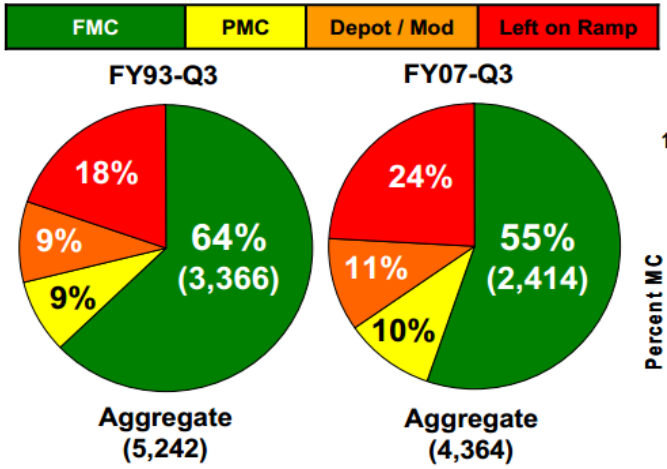
Note 8 – Based on 2011 audited numbers. Based on restated numbers, ROIC for 2011 is 12.1% and for 2012 is 11.8%

Source: http://axiata.listedcompany.com/misc/ar2012.pdf

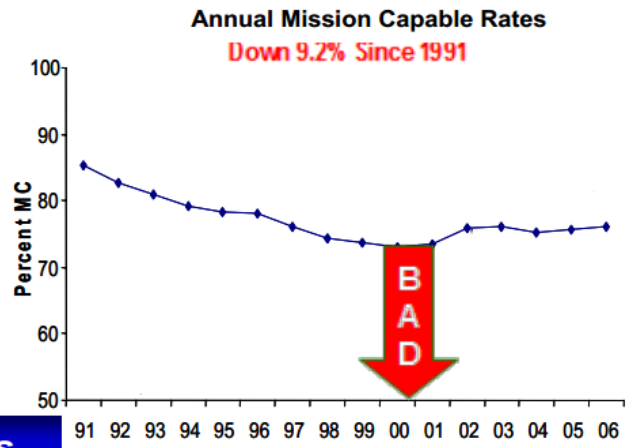
office@kpiinstitute.org
+61 3 9028 2223

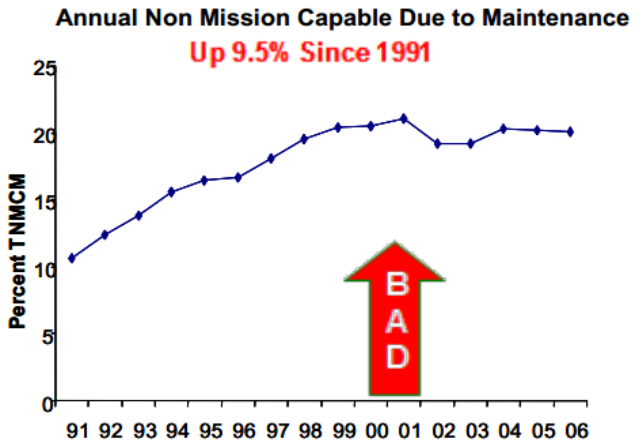
United States Air Force

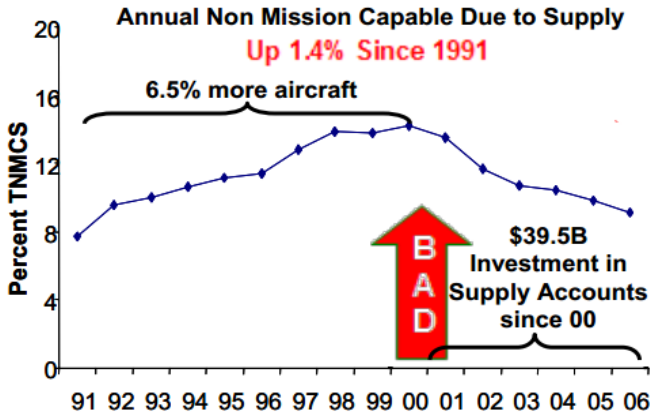
Declining Aircraft Availability

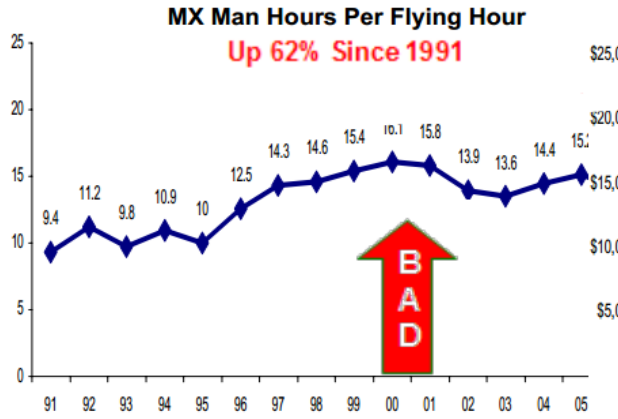


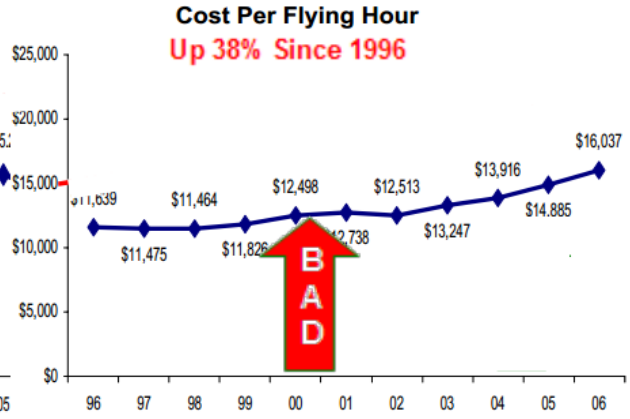
FMC availability dropped 9 points





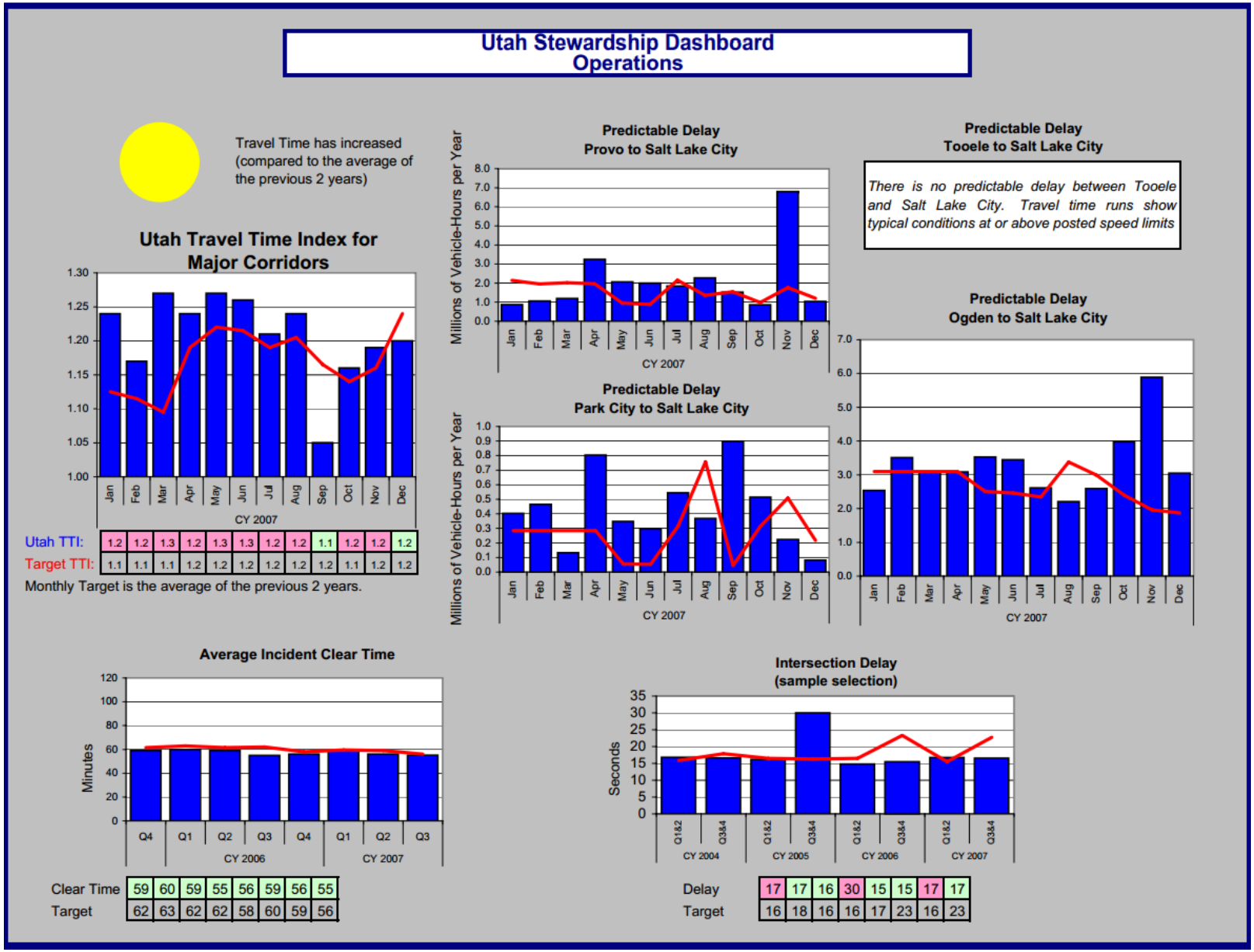






Source: http://www.sae.org/events/dod/presentations/2007LtColJeffMeserve.pdf

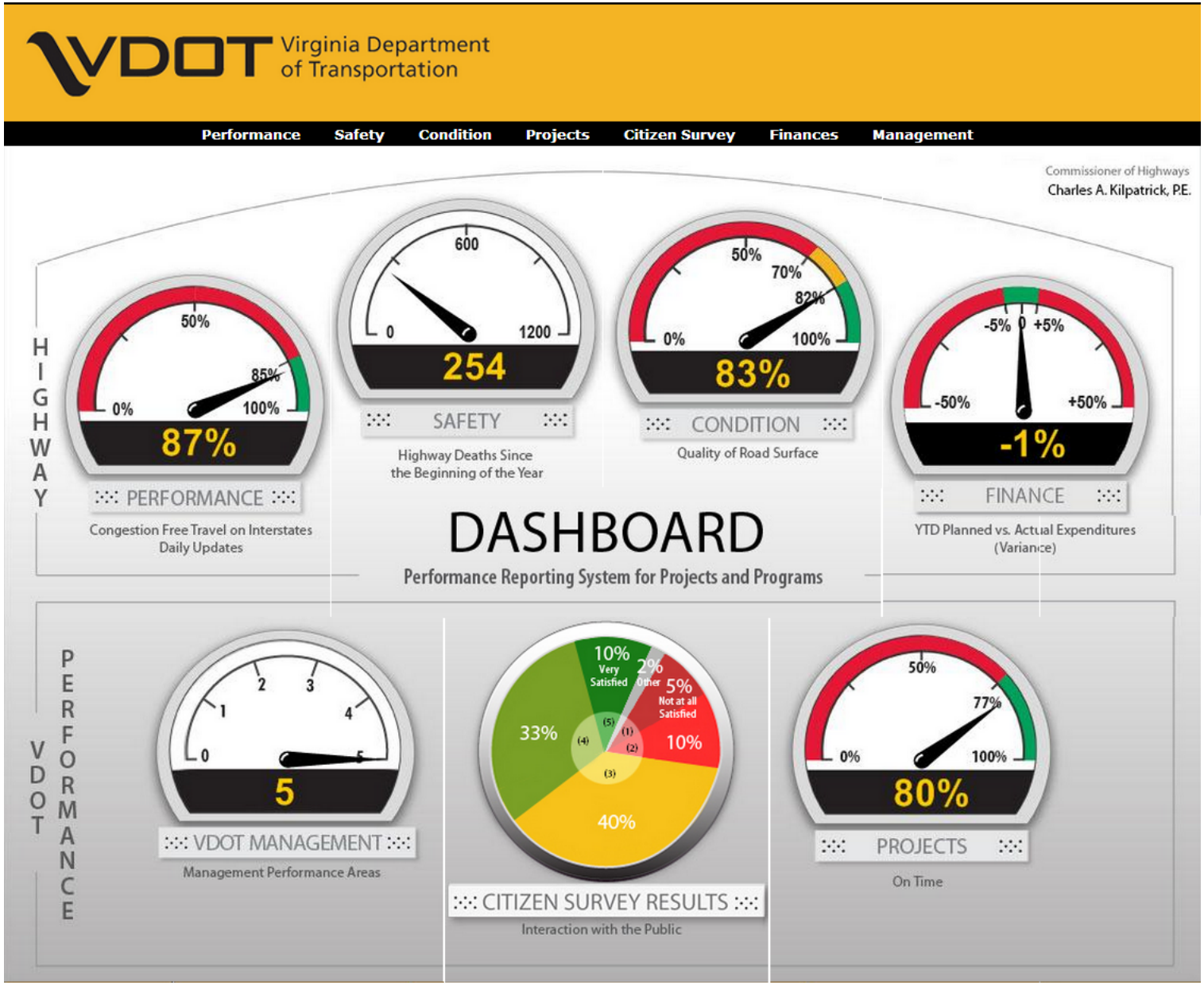
Utah Department of Transportation



Source: http://www.udot.utah.gov/main/uconowner.gf?n=200703281529541

Virginia Department of Transportation

office@kpiinstitute.org
+61 3 9028 2223



Source: http://dashboard.virginiadot.org/default.aspx

Washington Transportation Improvement Board

TIB At A Glance

Financial Status

TIA Fund Balance
$39,125,376

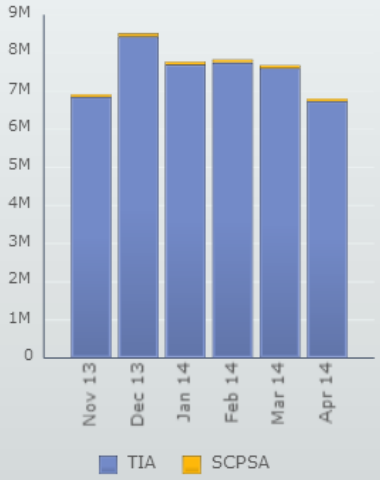


SCPSA Fund Balance
$1,263,623

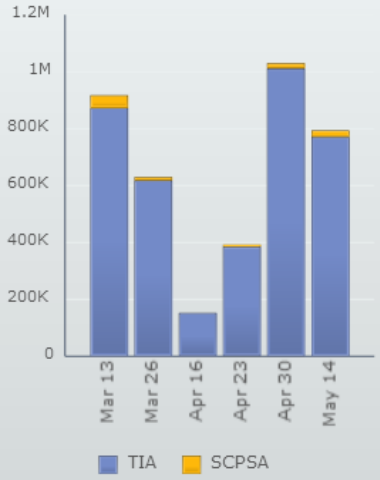


Project Payments (MTD)
$0.00

Gas Tax Revenue
Recent Activity



Accounts Payable
Recent Activity



Project Status

Remaining TIB Commitment
$270,165,156

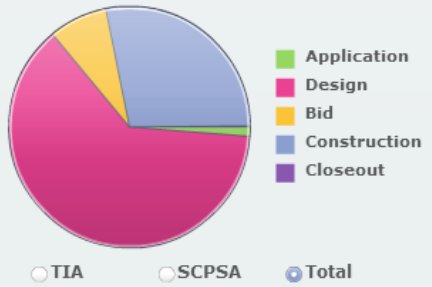
336 Active Projects

137 Completed Projects (FY)

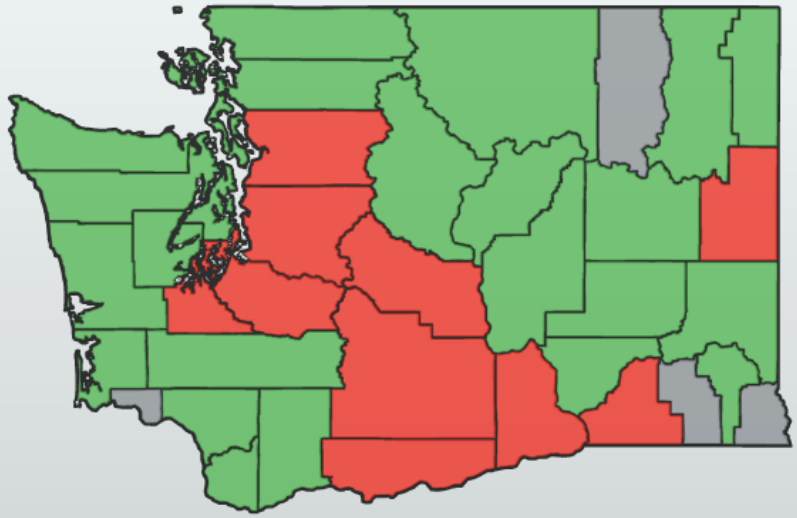
157 Under Construction

Change in TIB Funds (MTD)
-$88,400

Remaining Commitment by Phase



Current Inventory Status



Key Performance Indicators

ransaction Processing .:|:. TIB Commitment Level .:|:. Net Revenue .:|:. Construction Payments .:|:. Average Payment Cycle .:|:. Delayed

Source: http://www.tib.wa.gov/TIBDashboard/

Environmental Finance Center

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UNC ENVIRONMENTAL FINANCE CENTER

NC Water and Wastewater Rates Dashboard

Rates as of February 2014

Last updated: March 10, 2014

Harrisburg

Smart Management for Small Water Systems

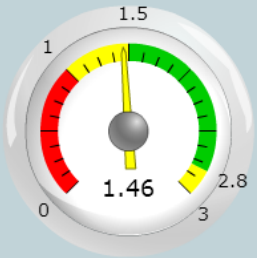
Rates Comparison | Financial Benchmarks | Characteristics | Links

Based on your utility's audited data provided to the Local Government Commission for FY 2013

View 5-year trends (LGC dashboard)

Ability to cover operations and debt service

Op. Rev / Op. Expend



More info

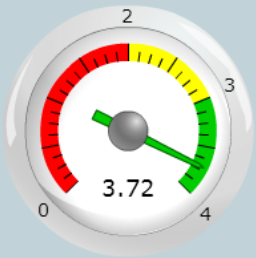
Debt Service Coverage Ratio



More info

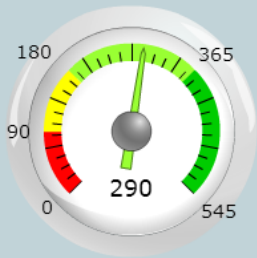
Measures of liquidity

Quick Ratio



More info

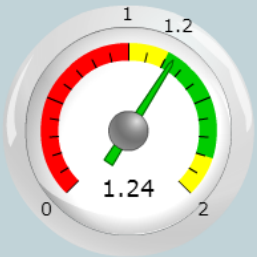
Days Cash on Hand



More info

Cost Recovery

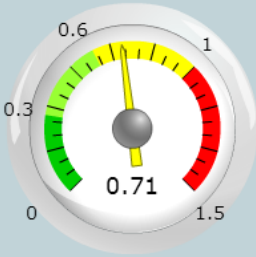
Operating Ratio (Inc Dep.)



More info

Leverage

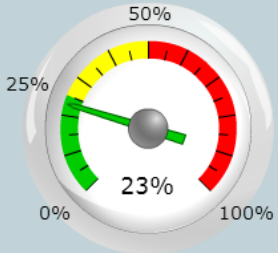
Debt-to-Equity Ratio



More info

Condition of physical assets

Asset Depreciation



More info

Net Transfers

Utility Enterprise Fund

$0

Other funds

More info

Source: http://www.efc.sog.unc.edu/reslib/item/north-carolina-water-and-wastewater-rates-dashboard#





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