Fact Sheet

KPI Selection Criteria

- **Balanced:**

- KPIs should measure different aspects, to provide a comprehensive picture of performance;
- Each objective should be addressed through at least two KPIs.

- **Clearly defined:**

- KPIs should be described by using clear and intelligible terms;
- Avoid the use of management jargon or abstract concepts.

- **Relevant:**

- Aligned with the organization's strategic objectives;
- Significant for the specific domain of services;
- Not a laundry list of tens of popular KPIs.

Other popular characteristics, less relevant during the selection workshop:

- **Acceptability**
- **Accessible**
- **Actionable**
- **Controllable**
- **Cost-effective**
- **Feasibility**
- **Incentivized**
- **Reliability**
- **Sensitivity**
- **Specificity**
- **Standardized**
- **Tested**
- **Timely**
- **Validity**
- **Verifiable**

Source:

- Health Information and Quality Authority (2010), Guidance on developing key performance indicators and minimum data sets to monitor healthcare quality, available at: http://www.hiqa.ie/system/files/HI_KPI_Guidelines.pdf
- The KPI Institute (2014), Research