Fact Sheet

Performance Measurement Maturity Model Questionnaire

Questionnaire Template – Performance Measurement Maturity Model						
Dimensions		**Response Options**				
KPIs Identification & Selection						
1	*The organization uses a balanced combination of both financial and non financial performance measures*	**1**	**2**	**3**	**4**	**5**
2	*Key Performance Indicators (KPIs) are identified and used in all functional areas of the organization*	**1**	**2**	**3**	**4**	**5**
3	*There is a well established process for selecting the most relevant Key Performance Indicators (KPIs)*	**1**	**2**	**3**	**4**	**5**
KPIs Documentation & Alignment						
4	*All Key Performance Indicators (KPIs) used by the organization are clearly and properly documented*	**1**	**2**	**3**	**4**	**5**
5	*All Key performance Indicators (KPIs) have clearly defined targets and are aligned with organizational objectives and strategy*	**1**	**2**	**3**	**4**	**5**
6	*All Key Performance Indicators (KPIs) are structured in Performance Scorecards and Dashboards.*	**1**	**2**	**3**	**4**	**5**
KPIs Collection & Interpretation						
7	*The collection of performance data is well defined, with clearly identified responsibles for data gathering*	**1**	**2**	**3**	**4**	**5**
8	*The performance data collection is well understood and organizational performance reports are generally produced on time*	**1**	**2**	**3**	**4**	**5**
9	*One or more specific software applications are used regularly to collect and analyze performance data*	**1**	**2**	**3**	**4**	**5**
KPIs Reporting & Visualization						
10	*Collecting and analyzing performance data is integrated into a pre-existing process, and duplication of reporting data is generally avoided*	**1**	**2**	**3**	**4**	**5**
11	*Reporting alarm signals are automatically generated*	**1**	**2**	**3**	**4**	**5**
12	*Access to the organizational performance measurement reports are available for the majority of employees.*	**1**	**2**	**3**	**4**	**5**
KPIs Feedback & Re-alignment						
13	*There is a continuous process of alignment and realignment of Key Performance Indicators (KPIs) to the organizational strategy.*	**1**	**2**	**3**	**4**	**5**

14	*The information obtained from performance measurement is extensively used in the business planning for organisational performance improvement*	**1**	**2**	**3**	**4**	**5**
15	*The organisation is capable to transform the informational feedback obtained during the measurement process in improved organisational practices*	**1**	**2**	**3**	**4**	**5**

Legend:
1 = Small extent
5 = Great extent