

# Metrics



# Key Performance Indicators

A **performance indicator** or **key performance indicator (KPI)** is a type of [performance measurement](#).<sup>[1]</sup> An organization may use KPIs to evaluate its success, or to evaluate the success of a particular activity in which it is engaged. Sometimes success is defined in terms of making progress toward strategic goals,<sup>[2]</sup> but often success is simply the repeated, periodic achievement of some level of operational goal (definition from Wikipedia)



# Balanced Scorecard

The **balanced scorecard (BSC)** is a strategy [performance management](#) tool - a semi-standard structured [report](#), supported by design methods and automation tools, that can be used by managers to keep track of the execution of activities by the staff within their control and to monitor the consequences arising from these actions.<sup>[1]</sup> (definition from Wikipedia)

# 4 Pillars

The background image shows a bright, modern office atrium. It features a large, multi-level space with a prominent wooden structure in the center. People are seen walking on the upper levels and sitting on the stairs. The space is filled with natural light from large glass windows on the left side.

**Business Performance**

**Environmental Sustainability**

**Social Sustainability**

**Employee Development**

# Business Performance

Measure name / description			Frequency of measurement; First Report	Scope of measurement
Top Line Revenue, Variance to Budget & LY (% , \$)			Ternary; Sept 2015	by business & in total
Contribution b/f O/H (% , \$)			Ternary; Sept 2015	by business & in total
Contribution after O/H (% , \$)			Ternary; Sept 2015	in total
Sales per square foot			Ternary; Sept 2015	by business & in total
Labour as % of Sales			Ternary; Sept 2015	by business & in total
Contribution per square foot			Ternary; Sept 2015	by business & in total



# Environmental Sustainability

Measure name / description				Frequency of measurement; First Report	Scope of measurement
Kilowatt hours (over day, month, year)				Ternary; TBD	In Total
Tons of CO2				Ternary; TBD	In Total
Tons of waste				Ternary; TBD	In Total
Litres of water used				Ternary; TBD	In Total
% of waste diverted				Ternary; TBD	In Total
Tons of recycling				Ternary; TBD	In Total

# Social Sustainability

Measure name / description			Frequency of measurement; First report	Scope of measurement
Value Rating by Students, including relevance to the needs of students and customer satisfaction			Annually; June 2016	all AMS business products
How do we compare to competitive offering (price point, quality)			Annually; June 2016	all AMS business products
Awareness (how many people know exists/owned by AMS)			Annually; June 2016	all AMS business products

# Employee Development

Measure name / description			Frequency of measurement; First Report	Scope of measurement
Employee survey rating			Annually; June 2016	Business/Department/ Total
Exit survey rating			Annually; June 2016	Business/Department/ Total
Employee turnover			Annually; June 2016	Business/Department/ Total
Hours worked by students/total hours worked			Annually; June 2016	Business/Department/ Total
% of Student hours by position			Annually; June 2016	Business/Department/ Total
Full time equivalents			Annually; June 2016	Business/Department/ Total



