

# HOW TO BUILD MANUAL FOR KEY PERFORMANCE INDICATORS – KPI

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**Abstract:** *Process performance measurement includes all activities, which present objective and detailed information about process performance. The key to the business success is related to good management information. Key Performance Indicators are quantifiable aspects that reflect the critical success factors of an organization and can be used for all types and in all areas of business: IT (information technology), construction, engineering, risk management, supply chain, safety, quality, manufacturing, financial management, sales, etc. The main goal is to find proper indicators for particular processes and find methodology that helps to identify those indicators.*

**Key words:** *performance, effective, improvement, quality*



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