



# Team KPI Reporting SOP



**My KPIs for the week are:**

KPI's/KPA's	Target	Result
KPI #1:		
KPI #2:		
KPI #3:		
KPA #1:		
KPA #2:		
KPA #3:		

My first KPI is X- The result that I hit was Y

My second KPI is X - the result that I hit was Y

My third KPI is X - th result that I hit was Y

If you didn't hit the goal, what are you going to do next week to ensure that you hit the goal?

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My effectiveness out of 10 for the week is (efficient, following processes, calendar, time management)

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If you didn't hit the goal, what are you going to do next week to ensure that you hit the goal?

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My mojo for the week is out of 10 (energy)

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What I need help with is...

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# Team KPI Reporting SOP



Do I need a 20 this week? **Yes/no**

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If YES. What is your focus for the call?

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## Management

Each Monday, the business owner or operations manager reviews the KPI videos and adds any comments back to the team member including positive feedback as well as what to focus on for the coming week.

This is to be scheduled in your calendar as a recurring event. Allow the time needed to go through all the KPI videos provided to you.

If the KPI's are not met, the team member is to book in a "20" to seek support.

This puts the onus on the team member.

If the KPIs are not met, and the team member has not booked a '20', the business owner or operations manager is to organise a "20" to support the team member in reaching their targets.

If there is something else that the business owner or operations manager wishes to focus on with the team member, they are to organise a "20" and prepare an agenda for the meeting.

Allocate time in your calendar every week for where 20's can occur. Cluster them together so that you have ample time weekly, and you are in control of when you are available. Team are to meet with you on your terms only.

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