

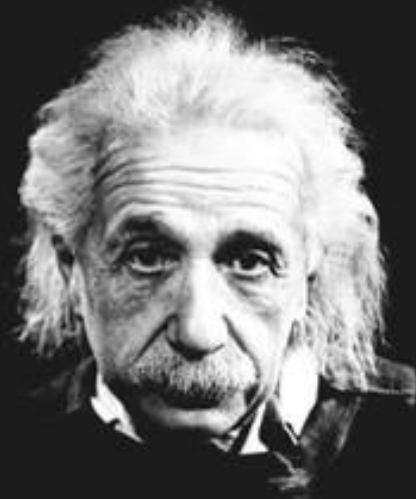
# Leadership Topic

## The Enemy of KPIs

### What is KPI?

A set of quantifiable measures that we use to gauge or compare performance in terms of meeting our strategic or operational goals.

**"Not everything that counts can be counted, and not everything that can be counted counts."**  
-Albert Einstein



# Leadership Topic

## The Enemy of KPIs

### Why Use KPIs?



- Performance effectiveness.
- For the accuracy, actual reflection of the process, or efficacy in delivering the outcome.
- The effects of a change can be monitored reliably, repeatedly and accurately by KPI.



# Leadership and Vision Key Performance Indicators (KPI) Strategic Alignment

Frankie Jackson updated the Leadership and Vision Key Performance Indicator (KPI) strategic alignment worksheet. The worksheet includes linkages to the District Improvement Plan (DIP) with goal definitions and measurements. Our mission is to LEAD in providing world class technology services in K-12 systems. Working towards that mission, an exhaustive analysis was conducted compiling results from the past 4 years as shown here.



**MISSION**

**LEAD** in Providing World-Class Technology Services in K-12 Systems

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ACHIEVE • DREAM



# Leadership and Vision Results Three-Year Trends Measured, Analyzed, and Posted

Frankie Jackson measured, analyzed and posted the Leadership and Vision results based on the Leadership and Vision Key Performance Indicators. This was an comprehensive effort to quantify and compile results in each of the following areas. Starting up the 2017-2018 school year, increased focus will be placed in these twelve key performance areas.

## RESULTS

Customer Satisfaction

Strategic Planning and Goal Alignment

Employee Well-Being

Measurement and Analysis

Transformation and Vision

Workforce Capability and Capacity

Instructional Focus

Process Documentation

Technology Leadership and Communication

Cross Training and Career Succession Planning

Recognition

2014 Bond Technology Infrastructure Upgrade



# Leadership Topic

## The Enemy of KPIs

# Why KPIs can be the enemy?

- Make sure that we don't measure things that can't be measured.
- Make sure we accept that we can't reduce our service performance to a mechanics equation.
- The working parts of an organization – the employees, the customers, the leadership – are humans, we are unpredictable, and emotional creatures.
- The best way to figure out whether staff is engaged and customers are satisfied is not to perform psychometric tests but to talk to them and build a relationship.
- Results from KPIs do not have all the answers.
- Respect quantifiable measures for what they are, while still keeping a place for good judgement.