

# Giveaway LinkedIn/Vistage

## What is a KPI and what does good look like ?

- Objective and without bias (we all have unintended bias)
- Shared with all employees (what do you think about that ?)
- Does the KPI need to be unique to your business ? (can you gain competitive advantage from this ?)

## Examples of more unusual KPI's

- Employee engagement (gallup 12)/ Employee promoter score
- Net promoter score customer satisfaction

## Balanced scorecard approach to KPI's



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