

QUICK REFERENCE – ICG DASHBOARD

"A n effective dashboard has greens and focus for improvement."

"A good set of KPIs has indicators for all stakeholders"

KPI – Key Performance Indicator
Defines the manager's objective. Typically, it is aligned to a strategic objective and is a key process under the manager's responsibility

METRIC
Defines how the KPI will be measured. Ensure it is clear what is being measured

PROCESS RANGE
The KPI's expected result for the current month. It represents the 'process voice'

BLACK BOLD RING
FCA is required.

RED BUBBLE
Result outside the process range. It must be analysed with the manager's leader.

CROSS HATCHED AREA
Represents an overdue action.

CONSOLIDATED KPI
This KPI is the accumulated total/average of other KPIs.

CLIENT RANGE
Defines client expectations. Measures a specific period

STAKEHOLDER
Stakeholder(s) that holds an interest with this KPI
S = Shareholder
E = Environment
C = Client
T = Team

BLUE BUBBLE
Result better than expected. An FCA is required because it is an opportunity to learn.

GREEN BUBBLE
Result as expected. No action required because it is a normal result

YELLOW BUBBLE
Result worse than expected. An FCA is required to identify the root cause and remove it.

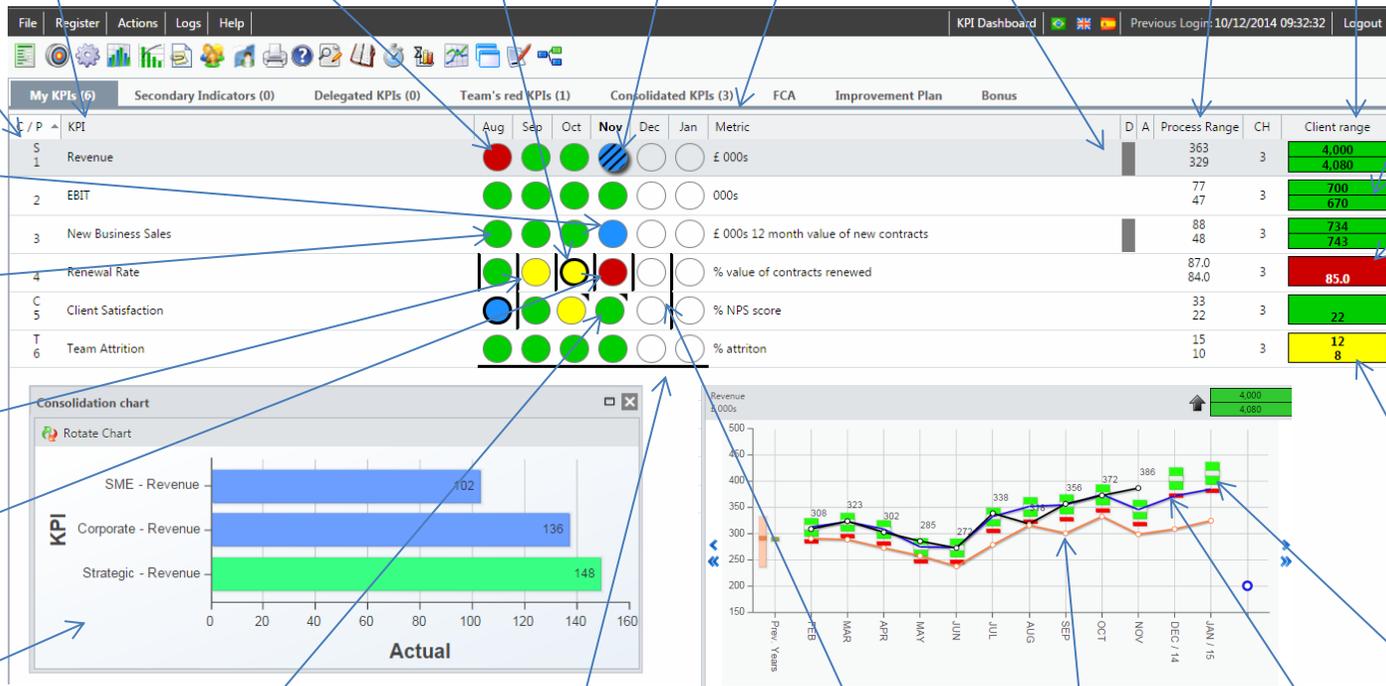
CHRONIC RED
After three consecutive months outside the process range, this KPI has become chronic red. Therefore both the bubble and the client range box have become red.

SPLIT CLIENT RANGE
This is a yearly KPI. The top number is the budget/target and the bottom number is the current projection for the period.

RED
Process is not meeting the client's expectations and there is no improvement plan in place.

GREEN
Process is either meeting client expectation or there is an Improvement Plan in place in order to achieve it.

YELLOW
There is an improvement plan in place but the KPI will still not meet the client's expectations when complete



CONSOLIDATION CHART
This chart shows how the selected KPI is accumulated. The colours of the bars are relative to the different KPIs.

SMALL BLACK TRIANGLE
Indicates that there is a Pareto Chart for this month

BLACK HORIZONTAL BAR
There is an Improvement plan in place. It started in November and projects a new range from February

BLACK VERTICAL BAR
The Process Range is changing between these months

ORANGE LINE
Represents last year's actual results

BLUE LINE
Represents the client range / Budget on a financial KPI.

GREEN BARS WITH WHITE LINE
Represents the KPI's forecast and the accepted variation.