《kpi是什么意思?》

kpi??????

KPI(Key Performance Indicator,??????)

?????????

????????(KPI?Key Performance Indicator)????????????????????????????????????,??????????????????,???????
????????????????,??????????.KPI????????????????,??????,?????????????.??????????KPI??,??????????.??????
????????????????????,????????????.

KPI????????????--“????”.?????????????,???“80/20”???,?20%?????????80%???;??????????“????”????,?
80%???????20%????????.??,????20%?????,?????????,?????????????.

KPI????

KPA(Key Process Area)????????,????????????????????????????.??,????????????????????????????????.??KP

A??????????????(Goal),??????????????(Key Practices).????????????????????,?????????????.??????????????KPA(Key Performance Action)????????,????????,??????????????KPI??????????,????????????????????,??????,?????????,???????.KPA????????????,??KPA?????????????? KPI????.

KRA(Key Result Areas)????????,????????????????????????????????,?????????????.

KPI(Key Performance Indicators)????????,????????????????????????????????????,??????????????????,????????????????????.??KRA??????KPI.KRA?KPI????????????????????????,??????????,??????????KPI????????????.

BSC(The Balanced Score Card)
???????,?????????????,???????????.??,???????——??????????——???????????.????????????????????,?????????????.

?????KPA KPI KRA BSC???????,????KPA?????????,KPI?????????,KRA????????????????,BSC??????????,????????????????????.????????????????????.