



The shop floor is often the most overlooked part of a business when it comes to upgrading and modernizing technology. How do you bring your shop floor technology into the 21st century?

3 Pillars for Real-Time KPIs

1

Accessible

Real-time KPIs must be easy to reach and view across devices and roles, ensuring that every stakeholder—from shop floor to C-suite—can make informed decisions without delay.

2

Actionable

KPIs should drive immediate, relevant responses by highlighting performance gaps, process inefficiencies, or compliance risks that demand attention.

3

Meaningful

Metrics must align with strategic goals and operational priorities, delivering insights that truly matter to business outcomes—not just data for data's sake.

Where to start:

- Meet with your team to determine the outcomes you want and the challenges you need to address.
- Identify the key questions you want answered (think backwards from your priorities).
- Choose 1–3 meaningful KPIs that align directly with your goals.
- Audit the data you already have—what's being collected, what's missing, and what's actionable.
- Build a simple dashboard or report to visualize insights—start small, iterate, and refine as you go.

Prompts to Map Goals to KPIs

1. Clarifying Strategic Goals

- "What is the most important outcome your team is working toward this quarter?"
- "Which company objective do you want to influence with your department's work?"
- "What does success look like for your team in the next six months?"

2. Identifying Measurable Actions

- "What activities or processes directly impact your strategic goal?"
- "Which part of your workflow, if improved, would make the biggest difference?"
- "What are the main challenges or bottlenecks preventing you from reaching your goal?"

3. Defining KPIs

- "What can you measure to track progress toward your goal?"
- "Is there a number, percentage, or trend that would show improvement?"
- "Which data do you already collect that relates to this goal?"

4. Making KPIs Actionable

- "How often do you need to see updates on this KPI to take action?"
- "Who needs to see this KPI, and how will it help them make decisions?"
- "What would you do differently if this KPI showed you were off track?"

Examples for Common Goals

Goal: Improve customer satisfaction

Prompt: "How can you measure customer satisfaction? (e.g., customer complaint rate, Net Promoter Score, average response time)"

Goal: Reduce inventory costs

Prompt: "What inventory metrics can you track? (e.g., inventory turnover rate, days of inventory on hand)"

Goal: Increase on-time delivery

Prompt: "Which delivery metrics matter most? (e.g., percentage of orders shipped on time, OTIF)"

Goal: Boost employee productivity

Prompt: "What productivity indicators are available? (e.g., units produced per hour, downtime percentage)"