




Growing Need for KPIs for Building Service Contractors



Key Performance Indicators (KPIs) are financial and non-financial measures of a contractor’s performance relative to the critical success of your service delivery.

KPIs serve to reduce the complex nature of performance to a small number of **key** indicators to make it more digestible and actionable. They should be designed to track progress and gain relevant insights to help manage and improve performance. Decisions can be made much quicker when there are accurate and visible measures.

Knowing which KPIs to follow can be confusing. The following key indicators are most common for management:

Category	KPI	Note
 <p>Quality</p>	Cleaning Delivery Scores	Scoring Trends Over Time
	Daily Task Completion	% of Tasks Completed
	Service Correction Efficiency	Average Time to Correct Identified Deficiencies
 <p>Financial</p>	Quote Conversion Rate	% of Quotes to Billable Work Orders
	Sales Volumes	Tag Work Sales Volumes
	Work Order Profit	Profit on Tag Work by Location
	Invoice Efficiency	Quote to Invoice Time
 <p>Service Delivery</p>	Tasks	% Completed to % Open
	Work Orders	# of Complaints
	Surveys	Overall Survey Scores