The purpose of this book is to give the reader a quick and effective access to the most appropriate Key Performance Indicator (KPI). The 17,000 KPIs are categorized in a logical and alphabetical order. The book is divided into three sections; Organization, Government, and International sections. It includes 32 industries, 33 sectors, 24 topics, 761 Functions, and 114 Sources.

Many organizations are spending a lot of funds on building their strategic planning and performance management capabilities. One of the current challenges is the difficulty to know what KPIs are used in similar situations. This book main objective is to acquaint the reader with available KPIs measuring performance of a specific industry, sector, and functional area.

The author is a leading international consultant in the USA, Canada, and the Gulf region with 20-years experience in organizational development, strategic planning, and performance management.

He started working with the private sector in the USA as a consultant for Small Business and Entrepreneurship Institute and as a head auditor for Holiday Inn Corporation, followed by aerospace industry, where he worked for world-leaders in this field, Aeroquip Corporation and Array Systems. In Canada, he worked with Honda of Canada Manufacturing for eight years by refining their planning and performance capabilities.

In MENA region, he worked in the organization development field with nationally-owned oil and gas corporations. Later, he moved to central government level where he assisted more than 30 government agencies and departments in developing their strategic plans and performance management frameworks.

ORGANIZATION KPIs

1. Agriculture
2. Banking & Investment
3. Communication & PR
4. Compliance
5. Construction
6. Consulting Services
7. Contracting
8. Customer Service
9. Education
10. Energy Supply
11. Engineering
12. Financial
13. Health & Safety
14. Healthcare
15. Hospitality
16. Human Resources
17. Information Technology
18. Insurance
19. Internal Process
20. Leisure & Recreation
21. Livestock & Dairy
22. Management
23. Manufacturing
24. Procurement
25. Project Management
26. Quality Improvement
27. Real Estate
28. Research & Development
29. Sales & Marketing
30. Telecommunication
31. Textile Production
32. Transportation

GOVERNMENT KPIs

33. Agriculture & Food
34. Civil Rights
35. Culture & Heritage
36. Customs
37. Economic Development
38. Education
39. Energy
40. Environment
41. Governance
42. Government Workforce
43. Healthcare
44. Human Services
45. Information Technology
46. Internal Process
47. Justice
48. Labor
49. Military & Defense
50. Municipalities
51. Pension Management
52. Population
53. Prison Management
54. Public Finance
55. Regional Development
56. Safety & Security
57. Social Development
58. Sports
59. Stock Exchange
60. Telecommunication
61. Tourism
62. Transportation
63. Urban Planning
64. Water & Electricity
65. Wildlife

INTERNATIONAL KPIs

66. Agriculture & Food
67. Children
68. Coastal Ecosystems
69. Culture & Communication
70. Debt
71. Development & Aid
72. Economy
73. Education
74. Energy
75. Environment
76. Finance
77. Globalization
78. Health
79. HIV/AIDS Epidemic
80. Industry & Services
81. Intellectual Property
82. Labor
83. Pensions
84. Population & Demography
85. Poverty
86. Public & Market Regulations
87. Social & Welfare
88. Telecommunication & Research
89. Trade & Balance of Payment

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“It's a great idea, for folks who don't have a clue where to start. If you're a strategy consultant who shapes distinctive mission, vision, goals and strategies for your clients, you need a tailored set of performance metrics.” -- Shelley Somerville - Social Change Strategist-Facilitator - LA - USA

"Thank you very much for this book. That would be very helpful to have such guidebook." -- Margarita Gasparyan - M&E Specialist at IFAD - Armenia

"Congratulations for your book, it looks very comprehensive! I'll make sure to buy a copy of it" -- Rafael Lemaitre - Manager at Palladium Group - Spain

"Thank you for this book. As a follow organizational development & performance management consultant, it will be great to have a reference like this to help assist clients and not reinvent the wheel. Congratulations on making this happen, with admiration" -- Sheri Chaney Jones - Evaluator/ Performance Measurement and OD Consultant/ President Measurement Resources Company - Ohio - USA

"Thank you, this looks like a very important reference for me in my BSC consulting practice. I will order one today. .Best regards" -- Eddy Abou Chakra - Partner at ADDIMA Consulting - UK

“Very comprehensive list of KPIs across a number of functions, industries, etc. As an organizational consultant, I could use this resource as a jumping off point to discuss KPIs with a client based on their particular needs. This book could be a great tool to pick and choose the correct KPIs based on a number of criteria.” -- Anthony Bussard - Dynamic, Innovative HR Effectiveness Consultant - Boston - USA

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"Thanks for the book, it looks very promising” -- Vinod G. - Strategy and Business Development Consultant - Birmingham, UK

“It's very interesting. Let me also use this opportunity to congratulate you on this book. ” -- Augustine Botwe - Monitoring & Eval. Consultant - UNICEF - Swaziland