

TASK DETAILS	
Title	DEVELOPING & EVALUATING INTER-DEPARTMENT KPIS
Type	TEAM
Activity Stage	BUSINESS PROCESS
Department	HRD
Duration	RECURRING
LEARNING OBJECTIVE	OUTPUT
	1. Inter-department KPIS. 2. Monitoring & Evaluation Planning.

INTRODUCTION

In a professional work environment, Key Performance Indicators (KPIs) are used to measure how well a department achieves its set objectives. As part of the HR Department, students are responsible for ensuring that each department has clear, realistic, and relevant KPIs aligned with their respective roles.

No	ACTIVITY
1	<p>KPI Material Presentation</p> <p>The facilitator provides a brief session and case study about KPIs, including:</p> <ul style="list-style-type: none"> ○ The function of KPIs in a company. ○ Examples of KPIs for each department (Marketing, Finance, HR, etc.). ○ The format and method for preparing KPIs using the SMART principle (Specific, Measurable, Achievable, Relevant, Time-Bound). <p>Note: The SMART format can be downloaded via the link provided in the Task Template or through the VCI Portal.</p>
2	<p>Developing Inter-Department KPIs</p> <ul style="list-style-type: none"> • The VP of HR and the team invite each VP from other departments for 1-on-1 discussion sessions. • During these sessions, each department VP explains their goals and key activities. The HR team then drafts 2–3 realistic and relevant KPIs for each department. All KPIs are recorded in the KPI template document available on the portal. • Once all KPIs are drafted, the VP of HR seeks approval from the CEO and COO to implement the KPIs across departments.

3	<p>Planning KPI Monitoring and Evaluation</p> <p>The Chiefs HR establishes a regular evaluation schedule (e.g., every 2 weeks or monthly).</p> <ul style="list-style-type: none"> During the monitoring sessions: <ul style="list-style-type: none"> HR reviews performance results against the drafted KPIs using the KPI format. Analyzes the reasons for KPI achievement or non-achievement in each department. Provides feedback or recommendations to each department. If necessary, HR and the respective department VPs revise the KPIs to reflect changes in activities or targets.
3	<p>Presenting Evaluation Results to the CEO</p> <p>The VP of HR schedules a monthly M&E (Monitoring & Evaluation) meeting attended by the CEO, COO, and all department VPs. The agenda for the M&E meeting includes:</p> <ul style="list-style-type: none"> KPI achievements of each department. Acknowledgment of departments with strong performance. Discussion of feedback from the CEO to departments with weaker performance.

REFERENCES

Artikel: “KPI untuk Pelajar dan Dunia Pendidikan” (Ruangguru)

SMART Goals Framework – MindTools

TASK TEMPLATE

KPI Monitoring & Evaluating Template ([LINK](#))