



- CHANGE YOUR MINDSET - THE 5 KPIS EVERY OPERATIONS LEADER MUST TRACK TO BE SUCCESSFUL

Operations leaders wear many hats – managing people, processes, costs, and outcomes. But too often, success is measured by lagging indicators like revenue growth or customer complaints. To drive results, the right KPIs must be front and center. Here are the **5 KPIs every operations leader must track to stay competitive and lead with confidence.**

CYCLE TIME

Why it matters: Cycle time measures how long it takes to complete a process from start to finish. Whether it's order fulfillment, project delivery, or service response, shorter cycle times mean faster customer satisfaction and greater efficiency.
Mindset shift: Don't just track if things are done – track how long they take. Small time savings compound into major gains.

Why it matters: This KPI highlights operational efficiency by showing how much it costs to deliver a product, service, or completed task. Rising costs often signal waste, outdated processes, or missed opportunities for automation.
Mindset shift: Don't cut corners – cut inefficiencies. Lowering cost per transaction without reducing quality is a true sign of operational excellence.

COST PER TRANSACTION (OR UNIT)

EMPLOYEE PRODUCTIVITY & UTILIZATION

Why it matters: People are your most important (and expensive) resource. Utilization rates show how effectively employees spend their time on high-value tasks vs. repetitive or non-strategic work.
Mindset shift: Invest in tools, training, and staffing support that free your team to focus on work that drives growth.

Why it matters: Mistakes erode profit margins, slow delivery, and damage client trust. Measuring rework, defects, or compliance errors ensures operations leaders can catch problems early.
Mindset shift: Quality isn't just the job of QA – it's an operational KPI that belongs on every leader's dashboard

QUALITY & ERROR RATES

CUSTOMER SATISFACTION (CSAT) OR NET PROMOTER SCORE (NPS)

Why it matters: Operations drive customer experience. Tracking satisfaction scores or NPS reveals whether your processes truly serve clients. Even small declines signal issues in speed, accuracy, or service quality.
Mindset shift: Don't assume clients are happy because the numbers add up. Measure satisfaction – because perception is reality.

Operations leaders who measure the right things lead the right outcomes. By focusing on cycle time, cost, productivity, quality, and satisfaction, leaders can shift from reactive firefighting to proactive growth. **Change your mindset. Success in operations isn't about working harder – it's about tracking the KPIs that matter most.**

For a FREE Consultation, contact us today Sales@pegstaff.com