TRACK WHAT YOU'VE DONE

What gets tracked, gets improved.

KEY PERFORMANCE INDICATORS (KPI)

KPIs are how businesses track progress on a project.
KPIs refer to a set of quantifiable measurements used to gauge your overall long term performance.

IF YOU CAN PUT A NUMBER TO IT, YOU CAN TRACK IT!

A few examples of KPIs:
Number of New Contracts Signed Per Period
Net Promotor Score
Monthly Website Traffic
Average Ticket/Support Resolution Time
Employee Satisfaction Rating
Gross Profit Margin
Current Accounts Receivables

TRACK YOUR WORK AS YOU GO

This can be a formal document like a spreadsheet, or you can just be on the notes in your phone. At UF, we have also have access to the UF Engaged Notes feature which is an easy way to keep track of what you've done.

ONCE YOU HAVE DATA, YOU CAN COMPARE AND CONTRAST WITH PREVIOUS EVALUATION PERIODS

With hard numbers, you can say things like:
I Finished X Projects this quarter, a 25% increase over last quarter
I Made Y Widgets, a 10% Increase over last year
I Fielded Z important calls, an equal number to last month

Try to always be increasing! Because as it says above, "What gets tracked, gets improved."

If you don't track it, you won't know it's been improved.