

Improving your Asset Essentials Key Performance Indicators



For additional details, click on your Industry:

[KPIs for Manufacturing/Membership](#)

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Key Performance Indicators (KPIs) are quantifiable measurements that show how effectively your organization is achieving key business objectives and compare your performance to peers in your industry over the prior rolling 12 months. Combined with 3 year trends, our KPI's are used to evaluate the level of success of a particular activity or progress towards a desirable goal. Below you will see some of the KPIs available in Asset Essentials. You will also see the Target that you should strive for (Low or High) and what to do to improve your KPI score.



VOLUME KPIs show work order counts according to different metrics

See work order counts to get a snapshot of your operations across your organization and compare to similar organizations			
	TARGET	HOW TO IMPROVE	
WORK ORDER SUMMARY KPIs	Work Order Key Performance Indicators		
	Number of Work Orders		
	Non-PM: # of Work Orders by Month/Year	N/A	Informational only
	PM: # of Work Orders by Month/ Year		
Work Orders By Source Type		Ensure work orders are being created against a source (eg an asset)	
View trends of hours spent on work orders year-over-year across your organization and compare them to similar organizations			
	TARGET	HOW TO IMPROVE	
HOURS SPENT ON WORK	Hours Spent on Work Orders	N/A	
	Trend of Hours Spent on All Work Orders		Informational only
	Trend of Hours Spent on Non-PM Work Orders	Low	
	Trend of Hours Spent on PM Work Orders	High	
View work order averages across your organization and compare to similar organizations in order to evaluate workload and efficiency			
	TARGET	HOW TO IMPROVE	
AVERAGE WORK ORDERS PER INDIVIDUAL	Avg Maintenance Work Orders Assigned Per Individual Per Year	High	Ensure all work orders are accurately assigned to users and that all relevant users have between 30 and 2000 work orders assigned per 12 month period
	PM: Avg Work Orders Assigned Per Individual Per Year	High	Ensure all PM work orders are accurately assigned to users and that all relevant users have between 15 and 2000 work orders assigned per 12 month period
	Non-PM: Avg Work Orders Assigned Per Individual Per Year	High	Ensure all Non-PM work orders are accurately assigned to users and that all relevant users have between 30 and 2000 work orders assigned per 12 month period
	Avg # of Work Orders Assigned Per Individual	High	Ensure all work orders are assigned to users with correct date assigned
	Avg # of Non-PM Work Orders Assigned Per Individual	High	Ensure all non-PM work orders are assigned to users with correct date assigned
	Avg # of PM Work Orders Assigned Per Individual	High	Ensure all PM work orders are assigned to users with correct date assigned
See how work orders are broken down in relation to your organization's square footage and compare them to similar organizations			
	TARGET	HOW TO IMPROVE	
WORK ORDERS PER SQUARE FOOT	Total # of Work Orders Per Square Foot		
	PM Work Orders Completed Per Square Foot	N/A	Ensure you have entered the correct Square Footage for Locations in AE



EFFICIENCY KPIs show how well your organization is performing according to specific metrics

See how your organization is responding to work orders compared to similar organizations			
	TARGET	HOW TO IMPROVE	
RESPONSE TIME TO COMPLETE WORK	% of Non-PM Work Completed in 7 Days or Less	High	Ensure all Non-PM work orders have an accurate date assigned OR an accurate date originated with Status Category of Completed or Archived and an accurate date completed
	% of PM Completed in 30 Days or Less	High	Ensure all PM work orders have an accurate date assigned OR an accurate date originated with Status Category of Completed or Archived and an accurate date completed
See how work orders are broken down in relation to planned vs Non-PM maintenance and compares them to similar organizations			
	TARGET	HOW TO IMPROVE	
PM TO RM RATIO	Ratio of completed PM to Non-PM Maintenance	High	Ensure completed work orders have a Status Category of 'Completed' or 'Archived' and are marked with the correct date completed
	Trend of Planned to Non-PM Maintenance Ratio		
View completion details on work orders across your organization and compares them to similar organizations			
	TARGET	HOW TO IMPROVE	
WORK ORDER COMPLETION	Days to Complete Work Orders	Low	Ensure all completed work orders have an accurate date assigned OR an accurate date originated with Status Category of Completed or Archived and an accurate date completed
	Percentage of Work Completed On-Time (OTC)	High	Ensure all completed work orders have an accurate date expected AND an accurate date completed with Status Category of Completed or Archived
View hours spent on work order averages across your organization and compares them to similar organizations to evaluate workload and productivity			
	TARGET	HOW TO IMPROVE	
AVERAGE HOURS PER WEEK	Avg Maintenance Labor Hours Per Week	High	Ensure labor hours are accurately populated for all work orders. Ensure work orders are being assigned to the correct employees
	PM: Avg Maintenance Labor Hours Per Week	High	Ensure labor hours are accurately populated for all PM work orders. Ensure work orders are being assigned to the correct employees
	Non-PM: Avg Maintenance Labor Hours Per Week	High	Ensure labor hours are accurately populated for all Non-PM work orders. Ensure work orders are being assigned to the correct employees
	Avg # of Work Order Hours Per Week: Year/Month		
	Non-PM: Avg # of Work Order Hours Per Week: Year/Month	N/A	Informational only
PM: Avg # of Work Order Hours Per Week: Year/Month			



DATA QUALITY KPIs show what percentage of your work orders have quality data entered versus your peers

Gain insight into the data quality of your work orders to identify where you have opportunities to improve data collection		
	TARGET	HOW TO IMPROVE
WORK ORDER DATA QUALITY	High	When you enter a work order in AE, ensure fields such as work order cause, cost center, problem, category, type, and priority are populated, as well as any costs or hours associated with the work order