



The Art of Designing & Measuring Key Performance Indicators (KPIs) for Academic Program and Communicating Results to Stakeholders



Professor Ladé Wosornu

Fellow Ghana Academy of Arts and Sciences Consultant on Quality & Strategic Planning Professor in Surgery (Retired)

The foundation of this presentation has been the IAU; its Vision is to be "A leading university that achieves excellence nationally, regionally and globally." KPIs are defined as selected indicators regarded as particularly important for the purpose of assessing performance.

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The EEC-NCAAA is the origin of 17 KPIs listed here, Universities and their Quality Management structures are the stations, and the programs are the destination. The 17 KPIs have been found fit for purpose.

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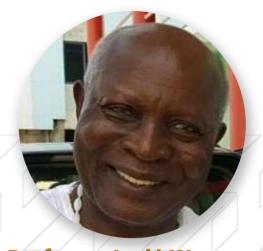








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We explored the principles of benchmarking. Attention was drawn to two cardinal features. 1. Without its benchmark, a KPI remains a half-baked

2. "Flexibility and responsiveness to KPI's must be maintained as circumstances require".

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A benchmark is a reference (EEC-NCAAA). For each KPI, five levels of benchmarking are prescribed. The three criteria set for selecting external program(s) merely stand for "birds of the same feather flock together.

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