



kippy

Feature Overview

24 Nov 2025

version 1.22



INTRO	3
OVERVIEW	4
STRATEGY	6
TEAMS	7
OBJECTIVES	10
AI (ARTIFICIAL INTELLIGENCE)	11
KPIS	17
OKRS	18
TARGETS	19
UPDATING ACTUALS	20
REVIEWING ACTUALS	33
HISTORY	37
CHAT AND WIKI	38
TASKS	41
PROJECTS	46
PROGRAMMES	49
LIVE DASHBOARDS	51
ANALYZE	56
STRATEGY MAP	61
WORK LIST	62
QUICK LINKS	64
STAFF PERFORMANCE	67
STAFF APPRAISALS	68
SELF APPRAISALS	72
EMPLOYEE RATINGS	74
REPORTS	87
SCHEDULED REPORTS	104
WATCH LIST	106
RISK MANAGEMENT	108
GOVERNANCE	109
AUDITING	114
CHANGE FREEZES	120
INACTIVATIONS	122
QUICK SET-UP	123
USER MANAGEMENT	125
REMINDERS	130
NOTIFICATIONS	131
HOSTING OPTIONS	133
WEB APIS	136
FUNCTIONS	137
MICROAPPS	138
DEDICATED ENVIRONMENTS	139
FULLY CONFIGURABLE	140



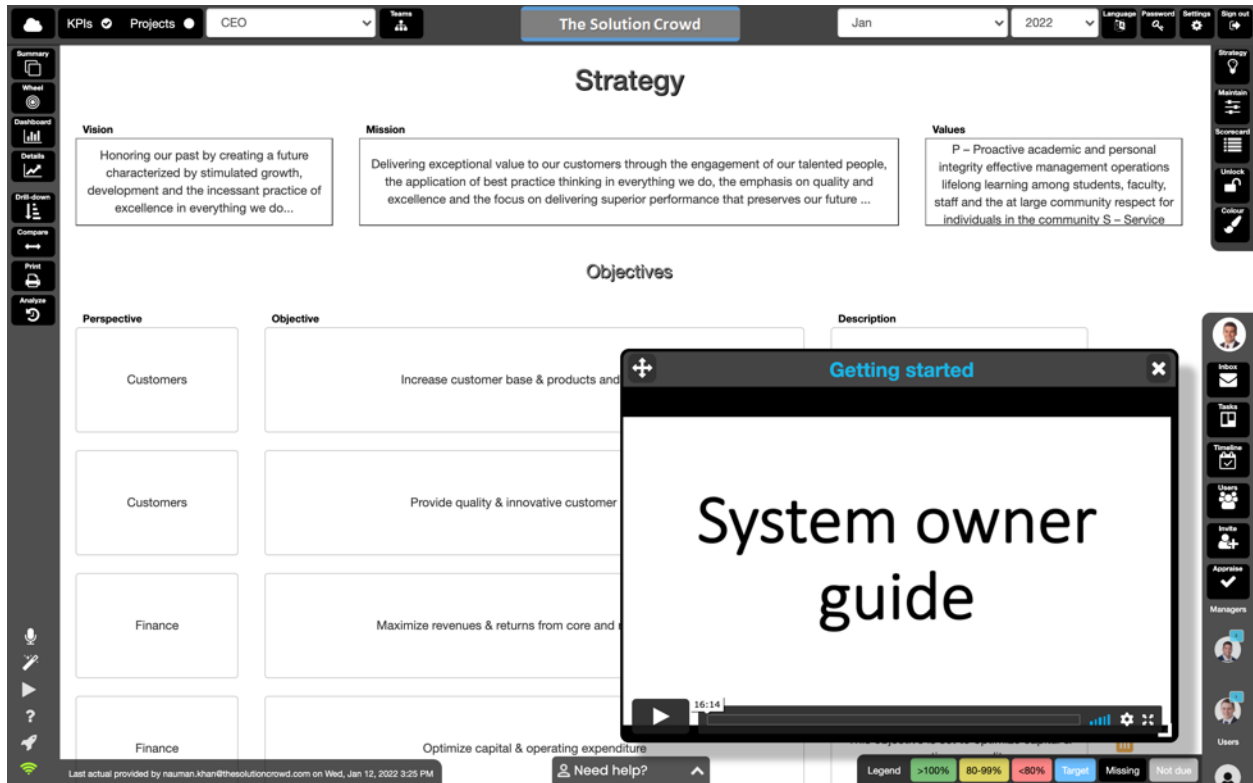
MULTI-LANGUAGE	142
HELP	145
PERSONALISATIONS	147
MOBILE RESPONSIVE	148
MOBILE APP	149
NAVIGATION	150
CUSTOMISATIONS	152
BUILT-IN INTEGRATIONS	153
BILLING	154
SECURITY	155
EXTENSIONS	157



Intro

The following describes the key features of kippy by showing how a typical system would be set up from start to end.

Also, when you login, videos show you how to get started.





Overview

The Overview screen provides each user with a personal view of key information and activities, which includes any due check ins and tasks.

☰

KPIs

Projects

CEO

The Solution Crowd

Dec / Q4 / H2 / Year

2024

🟢 3

🟡 54

🔴 1

🔵 1

Home

Overview

Teams

Strategy

Maintain

Scorecard

Check in

Summary

Details

Analyze

Collaborate

Manage

Reports

Tools

Help

Check ins (1)

1 check ins due from last month

1 day until lock

Team	KPI
CEO	Supplier Cost Savings

Inbox (36)

From	Message	Sent
Nauman Khan	pdf-sample_0.pdf	1 month ago
Owen Turner	Please provides info about JAN	3 months ago
Owen Turner	do this	3 months ago
Owen Turner	Not happy ... please provide details	4 months ago

Team overview (117%)

Perspective	Score
Finance	
Customers	96%
Internal Process	100.8%
People	104.6%

Objective	Score
Cost saving	

My overview

Item	Value
User's KPI Period Score	68%
Competency Score	125.3%
Live Weighted Average	95
Employee Rating	A (Exceeds expectations >80)
Last Appraised	29-May-2024 17:24
Appraiser	Nauman Khan

Tasks (17)

Due	Status	Description
	Not started	please send file
06-Sep-2023	In progress	
16-Sep-2023	At risk	Please do this urgently
13-Oct-2023	At risk	Please check
08-Nov-2023	In progress	FYI
16-Feb-2024	In progress	

Teams

Team	KPI Score
CEO	117%
Business Support	76%
Information Technology	83%
Operations	114%
Sales	85%

Need help?

Legend

>=100%

70-99%

<70%

Target

Missing

Not due

Managers

Users



The overview is personalized by role so managers see more information.

KIPs

Projects

CEO

The Solution Crowd

<

Mar / Q1

>

2025

>

Home

Analyze

Collaborate

Manage

Reports

Tools

Help

Overview

1

5

54

2

Check ins

No outstanding check ins

Inbox (20)

From	Message	Sent
Owen Turner	Please provide evidence file	5 days ago
Owen Turner	please find a file	6 days ago
Owen Turner	Please provide details on Mar	6 days ago

Tasks (1)

Due	Status	Description
25-Dec-2024	At risk	

My overview

Item	Value
User's KPI Period Score	86%
Competency Score	n/a
Live Weighted Average	101
Rating	A+ (Greatly exceeds expectations >100)
Last Appraised	

Team overview (93%)

Perspective	Score
Customers	
Finance	57.7%
People	126.6%
Internal Process	78.3%

Watch list

Team	KPI	Score
CEO	Number of governance training hours per employee	62%

Teams

Team	KPI Score
CEO	93%
Business Support	181%
Information Technology	92%
Operations	110%
Sales	197%

Appraisals

Name	Weighted average	Rating
Alex Sanchez		
Ian Field		
Mike Lastes		
Nesrain Elshad		
Tim Groot		

Reviews

Name	KPIs to review	Total KPIs
Emma Windsor	1	3



Strategy

Firstly, the Level 1 corporate objectives and KPIs are defined and propagated down to the lower-level teams.

Summary

Wheel

Dashboard

Details

Drill-down

Compare

Print

Analyse

Review

Ratings

KPIs

Projects

CEO

Teams

Oct

2021

Language

Password

Sign out

Strategy

Mission

Values

Vision

Mission

Values

Objectives

Perspective

Objective

Description

Customers

Increase customer base & products and services

This objective is set to increase customer base & products and services

Customers

Provide quality & innovative customer service

This objective is set to provide quality & innovative customer service

Finance

Maximize revenues & returns from core and new business

This objective is set to maximize revenues & returns from core & new businesses EDITED X3

Leave a message

Legend

>100%

80-99%

<80%

Target

Missing

Not due

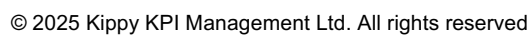
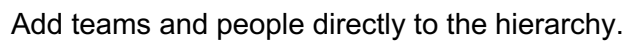
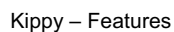
Teams

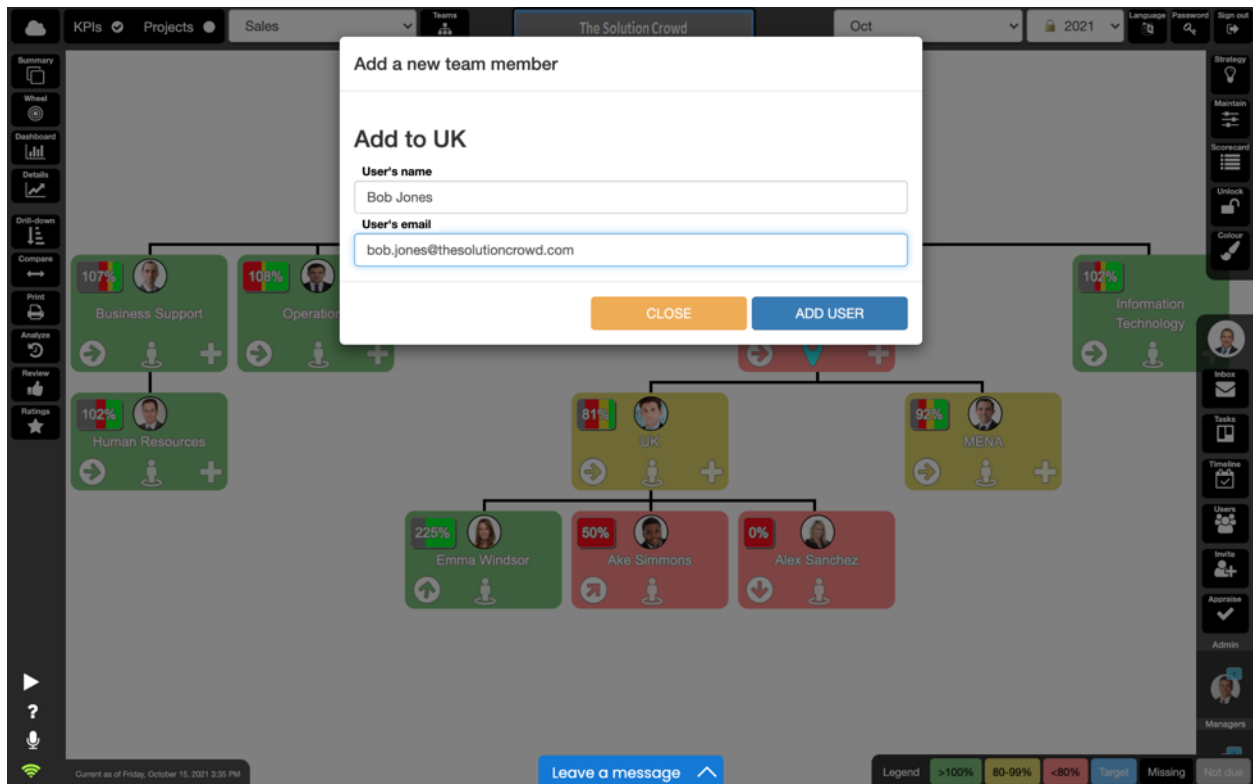


The team structure is created hierarchically by either the Admin adding sub-teams to a team or a Manager adding Employees to a team.

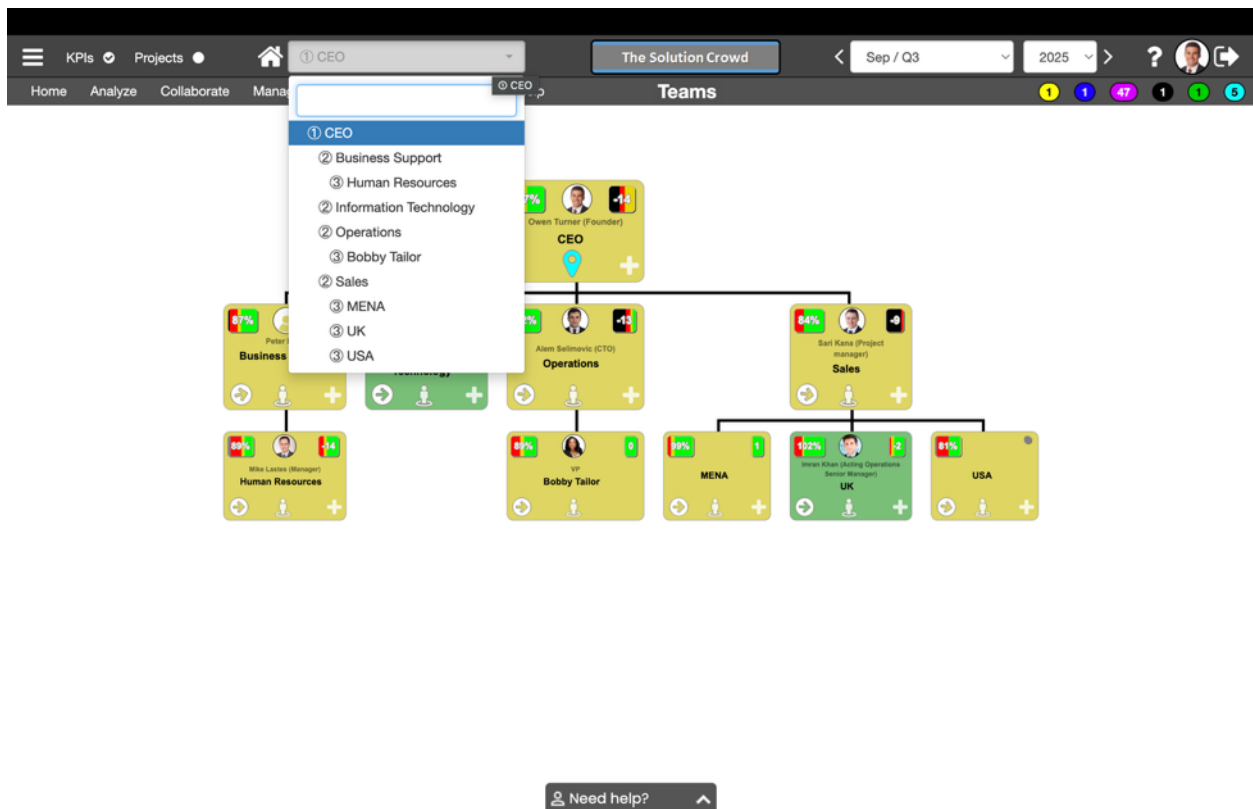
Double-click on the team boxes in the structure to collapse/expand each portion of the tree. Hold shift and scroll your mouse wheel for slow zoom in and out.

Use the “Follow me?” option in User profile to simplify the displayed teams hierarchy to only how the ancestors and direct children of the selected team.



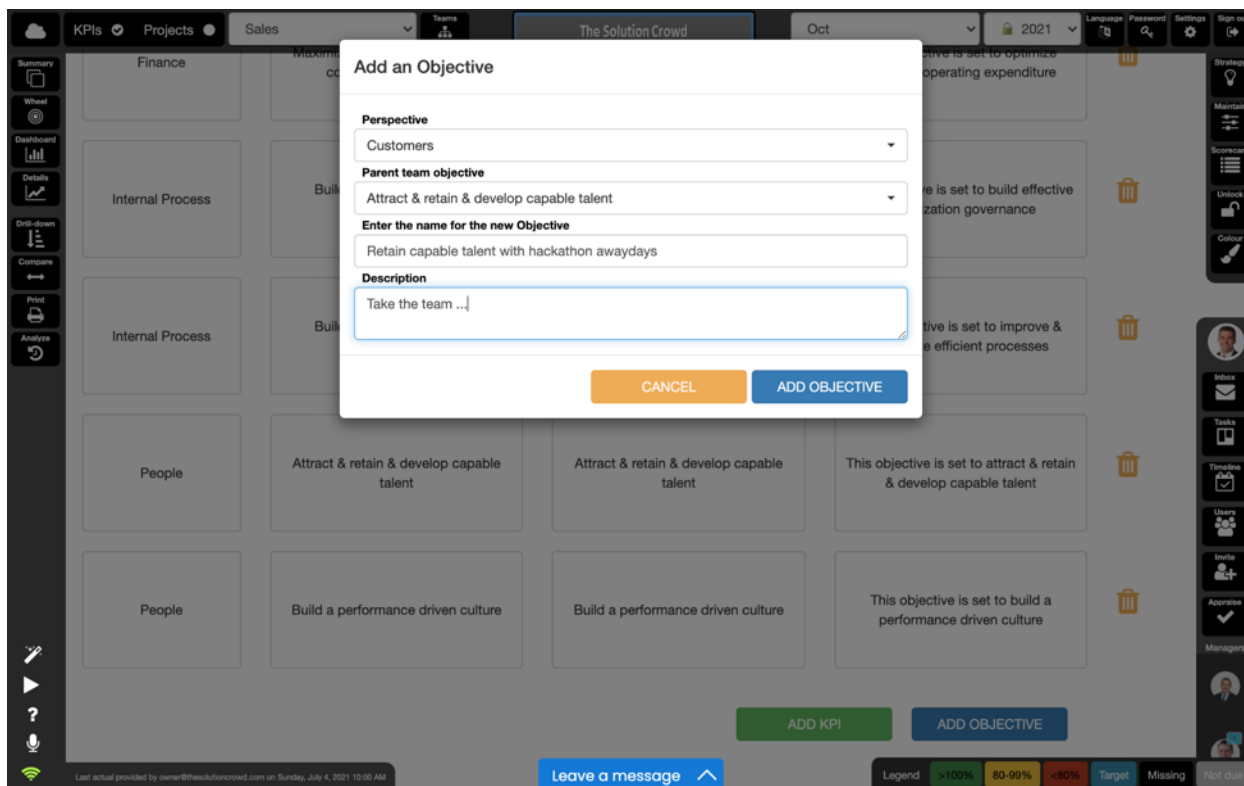


The team dropdown shows the org hierarchy and level of each team in the organisation.



Objectives

Then, each team can create local objectives and KPIs that are linked to the objectives of the parent team/department they are part of.



Cascade objectives vertically down your organisation and create local objectives.

AI (Artificial Intelligence)

AI Suggested KPIs/KRs

View A.I. suggested KPIs and OKRs for each strategic objective.

KPI Suggestions						
Team CEO						
Perspective People						
Objective Attract retain & develop capable talent						
Status	Approved?	Name	Description	Unit	Direction	Add KPI?
Saved	Approved	# of employees on sick leave	Desc	Employee	Decrease is better	
Saved	Approved	% Employees Turnover	To keep Company manpower stable by retaining good performing employees. This % include voluntary and non-voluntary terminations.	%	Decrease is better	
Saved	Approved	Average training hours per FTE	To enable upskilling and continuous improvement of the workforce, regular training and development initiatives are crucial.	Hour	Increase is better	
Saved	Unapproved	Grads recruited		# of hires	Increase is better	
Saved	Unapproved	Total area rented out	This is the Desc	m2	Increase is better	
Suggested	Unapproved	Employee Engagement Score 🔗	Percentage of employees who report feeling engaged and committed to their work 🔗	% 🔗	Increase is better 🔗	Add
Suggested	Unapproved	Time to Fill Positions 🔗	Average time it takes to fill open positions 🔗	days 🔗	Decrease is better 🔗	Add
Suggested	Unapproved	Internal Promotion Rate 🔗	Percentage of employees who are promoted from within the organization 🔗	% 🔗	Increase is better 🔗	Add
Suggested	Unapproved	Training Effectiveness 🔗	Percentage of employees who report that training programs have improved their skills and performance 🔗	% 🔗	Increase is better 🔗	Add
Suggested	Unapproved	Diversity Index 🔗	Percentage of employees from diverse backgrounds, including gender, race, and ethnicity 🔗	% 🔗	Increase is better 🔗	Add
Suggested	Unapproved	Employee Net Promoter Score (eNPS) 🔗	Percentage of employees who are willing to recommend the organization as a great place to work 🔗	% 🔗	Increase is better 🔗	Add
Suggested	Unapproved	Leadership Effectiveness 🔗	Percentage of employees who rate their immediate supervisor as effective in their role 🔗	% 🔗	Increase is better 🔗	Add
Suggested	Unapproved	Career Development Score 🔗	Percentage of employees who report feeling that the organization supports their career development 🔗	% 🔗	Increase is better 🔗	Add

Hints
e.g. These KPIs are for a Sales team in the manufacturing industry. The currency is dollars. Make the descriptions longer. etc.

Help
1. Click Suggest button to retrieve suggestions.
2. Click on blue pencil icon to edit suggestions.
3. Click on green Add button to add as an unapproved KPI to this team.
4. Enter hints (optional) to influence suggestions.
5. The green rows show the existing KPIs for this team.
6. Please note, suggestions may take 30 seconds to load.
7. Click Back to return to the previous page.

Suggestions based on your existing strategy definition and any free-text hints provided.

Edit and save in situ.

AI Suggested Strategy Templates

Have A.I. suggest objectives and KPIs/KRs based on your mission, vision and values.



Edit team

CEO

Vision

To be the preferred trusted advisors for strategy, performance and KPI management

Mission

To empower our clients with innovative knowledge, tools, and technology to execute their strategies successfully

Values

Honesty | Innovation | Agility | Knowledge | Quality | Integrity | Leadership | Contribution

Other info

Award-winning UK based company.

SAVE

CANCEL

Quick Set

Thinking of suggestions. Please wait. This may take about a minute.

	Approved	Perspective *	Parent Team Objective	Objective *	Objective Description	KPI Name *	KPI Description	Unit	
1	☐								

SAVE

CANCEL

ADD ROW

THINKING...



Quick Set

	Approved	Perspective *	Parent Team Objective	Objective *	Objective Description	KPI Name *	KPI Description	Unit
1	☐	Process ▾	▾	Improve Process Efficiency	Streamline processes to reduce cycle times and improve overall efficiency.	Cycle Time Reduction	Average time taken to complete a process cycle.	hours
2	☐	Process ▾	▾	Improve Process Efficiency	Streamline processes to reduce cycle times and improve overall efficiency.	Process Error Rate	Percentage of errors occurring in processes.	percentage
3	☐	Process ▾	▾	Enhance Quality Control	Implement rigorous quality checks to ensure high standards and reduce rework.	First Pass Yield	Percentage of products or services that meet quality standards without rework.	percentage
4	☐	Process ▾	▾	Enhance Quality Control	Implement rigorous quality checks to ensure high standards and reduce rework.	Compliance Rate	Percentage of processes that comply with regulatory and internal standards.	percentage
5	☐	Finance ▾	▾	Increase Revenue	Boost overall revenue through strategic initiatives and market expansion.	Revenue Growth	Increase in total revenue generated by the company.	Percentage
6	☐	Finance ▾	▾	Increase Revenue	Boost overall revenue through strategic initiatives and market expansion.	Net Profit Margin	Percentage of revenue that remains as profit after all expenses are deducted.	Percentage
7	☐	Finance ▾	▾	Optimize Costs	Reduce operational costs to improve overall financial efficiency.	Cost Reduction	Decrease in total operational costs.	Percentage
8	☐	Finance ▾	▾	Optimize Costs	Reduce operational costs to improve overall financial efficiency.	Operating Expense Ratio	Ratio of operating expenses to total revenue.	Ratio
9	☐	People ▾	▾	Enhance Employee Engagement	Increase the level of engagement and satisfaction among employees to foster a productive work environment.	Employee Satisfaction Rate	Percentage of employees who are satisfied with their job and work environment.	Percentage
10	☐	People ▾	▾	Enhance Employee Engagement	Increase the level of engagement and satisfaction among employees to foster a productive work environment.	Employee Turnover Rate	Percentage of employees who leave the company over a given period.	Percentage
11	☐	People ▾	▾	Foster Continuous Learning	Promote ongoing professional development and skill enhancement among employees.	Training Hours per Employee	Average number of training hours provided to each employee annually.	Hours
12	☐	People ▾	▾	Foster Continuous Learning	Promote ongoing professional development and skill enhancement among employees.	Internal Promotion Rate	Percentage of job openings filled by internal candidates.	Percentage
13	☐	Customers ▾	▾	Enhance Customer Experience	Improve the overall experience for customers to ensure they are satisfied and loyal.	Customer Satisfaction Score	Measures the overall satisfaction of customers with the company's services.	Percentage
14	☐	Customers ▾	▾	Enhance Customer Experience	Improve the overall experience for customers to ensure they are satisfied and loyal.	Net Promoter Score (NPS)	Assesses the likelihood of customers recommending the company's services to others.	Score

SAVE

CANCEL

ADD ROW

SUGGEST

Need help?

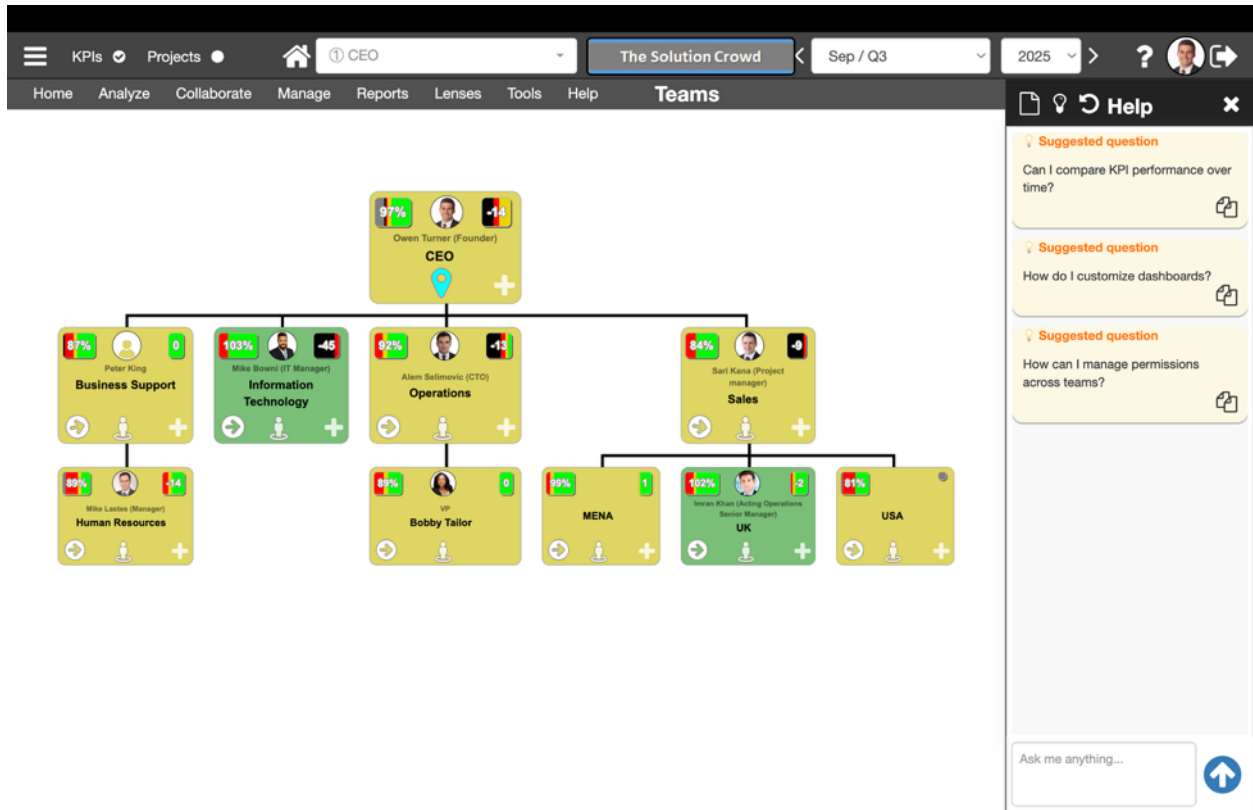
Tweak, approve and delegate for an instant strategy implementation.

AI Chat Bot

The AI Chat Bot can be used to ask questions about the product features and your data.

Suggestions for questions are also offered based on the context of the logged in user, data setup, and place in the journey.

View your historical conversations and provide feedback on the responses.





Kippy – Features

Home

Analyze

Collaborate

Manage

Reports

Lenses

Tools

Help

Teams

CEOs

CEO

The Solution Crowd

Sep / Q3

2025

?

97%

CEO (Founder)

87%

Business Support

103%

Information Technology

92%

Operations

84%

Sales

89%

Human Resources

89%

VP

99%

MENA

102%

UK

81%

USA

show me sales kpis

Mon, Apr 28, 2025 11:18 AM

Kippy AI

From your request, you are interested in viewing the sales Key Performance Indicators (KPIs) for your organization. Based on the data provided, here are some of the key sales KPIs:

1. **# of Customers with Sales More Than 1 Million**:

- Owner: Owen Turner

- Target: 41

- Actual: 55

- Score: 134 (Green)

2. **# of Innovation Ideas Submitted**:

- Owner: Sari Kana

- Target: 70

- Actual: 91

- Score: 130 (Green)

3. **# of Key Business Processes Improved and/or Automated**:

- Owner: Sari Kana

- Target: 112

- Actual: 111

- Score: 99 (Amber)

4. **% Customers Satisfaction**:

- Owner: Sari Kana

- Target: 112

- Actual: 111

- Score: 99 (Amber)

Ask me anything...

Home

Analyze

Collaborate

Manage

Reports

Lenses

Tools

Help

Teams

CEOs

CEO

The Solution Crowd

Sep / Q3

2025

?

97%

CEO (Founder)

87%

Business Support

103%

Information Technology

92%

Operations

84%

Sales

89%

Human Resources

89%

VP

99%

MENA

102%

UK

81%

USA

ask me anything...

Sun, Nov 2, 2025 10:39 PM

To bulk import users into Kippy, you can utilize the Quick Set feature with pre-built Excel templates. Here's a brief overview of the process:

1. **Prepare Your Data**:

Use the provided Excel template to organize your user data.

2. **Complete Required Fields**:

Make sure all necessary fields in the template are filled out correctly.

3. **Upload the File**:

Use the Quick Set feature to upload your completed Excel file.

For more detailed instructions, you can refer to the [Kippy Quick Set documentation] (<https://www.kippy.cloud/quickset>).

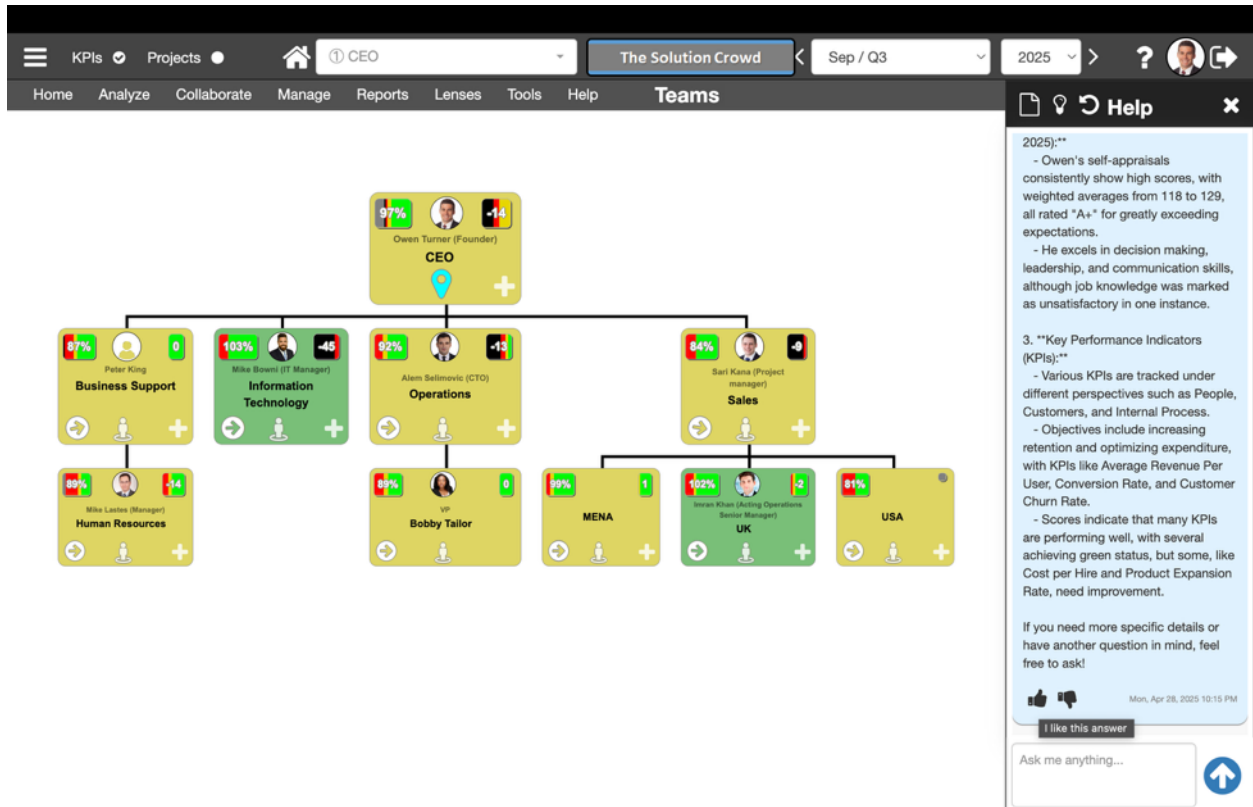
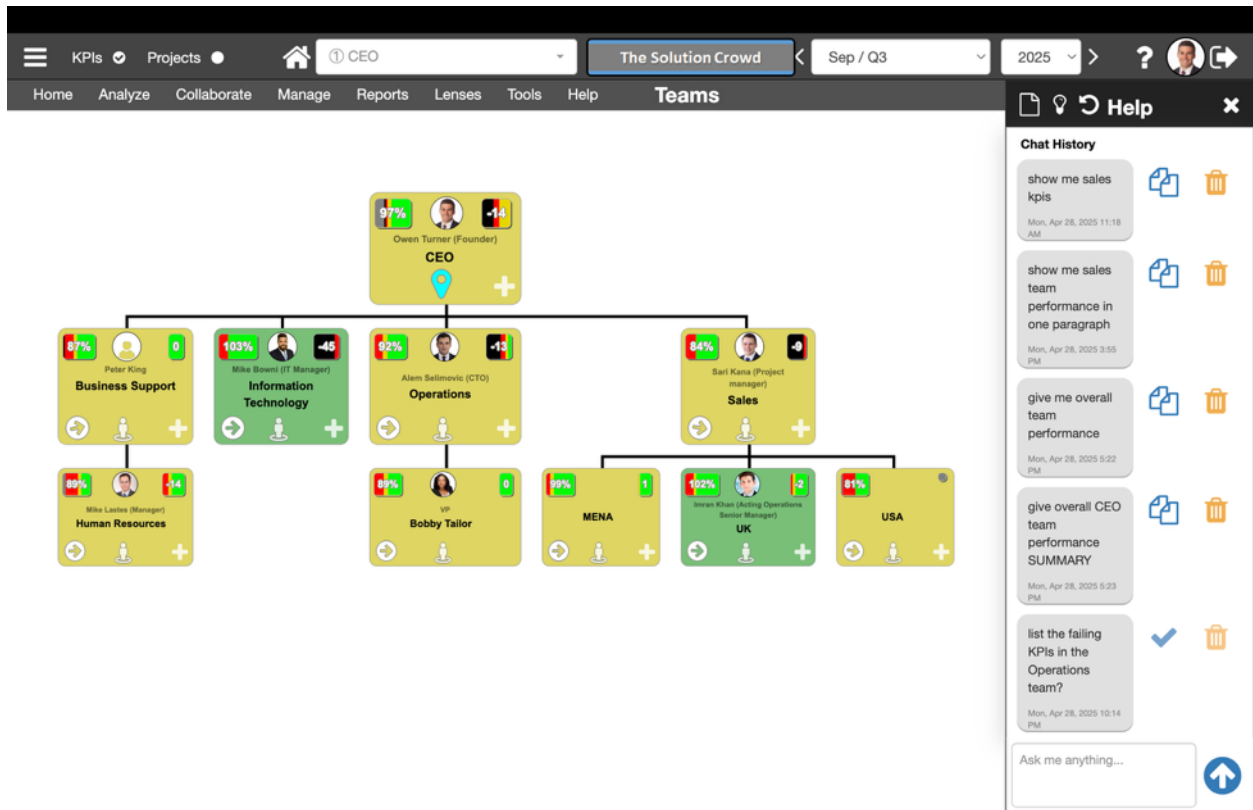
If you need help with preparing your Excel template or have questions about user roles, feel free to ask. Alternatively, you can email support@kippy.me for further assistance.

Is there anything else you would like to know about using Kippy?

Ask me anything...

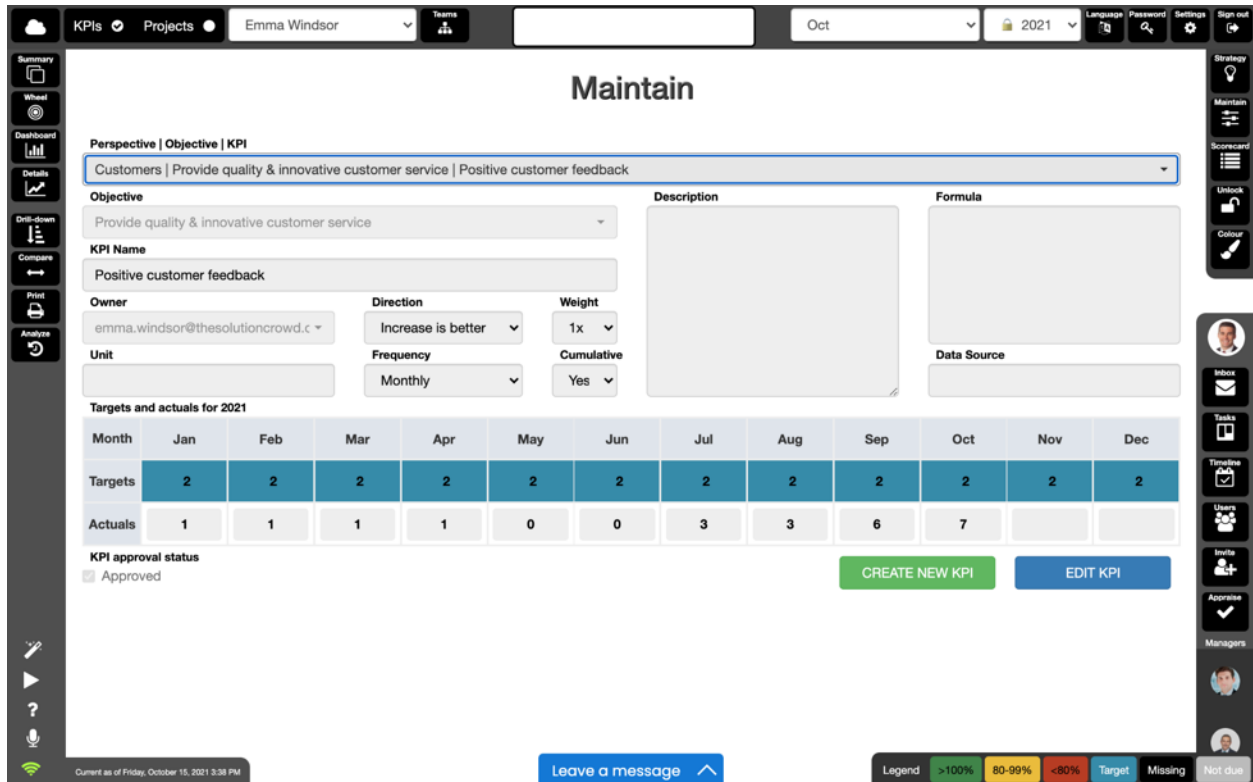
© 2025 Kippy KPI Management Ltd. All rights reserved

15



KPIs

Each employee in a team is then given individual objectives and KPIs that can be different, but must be aligned to the corporate objectives.

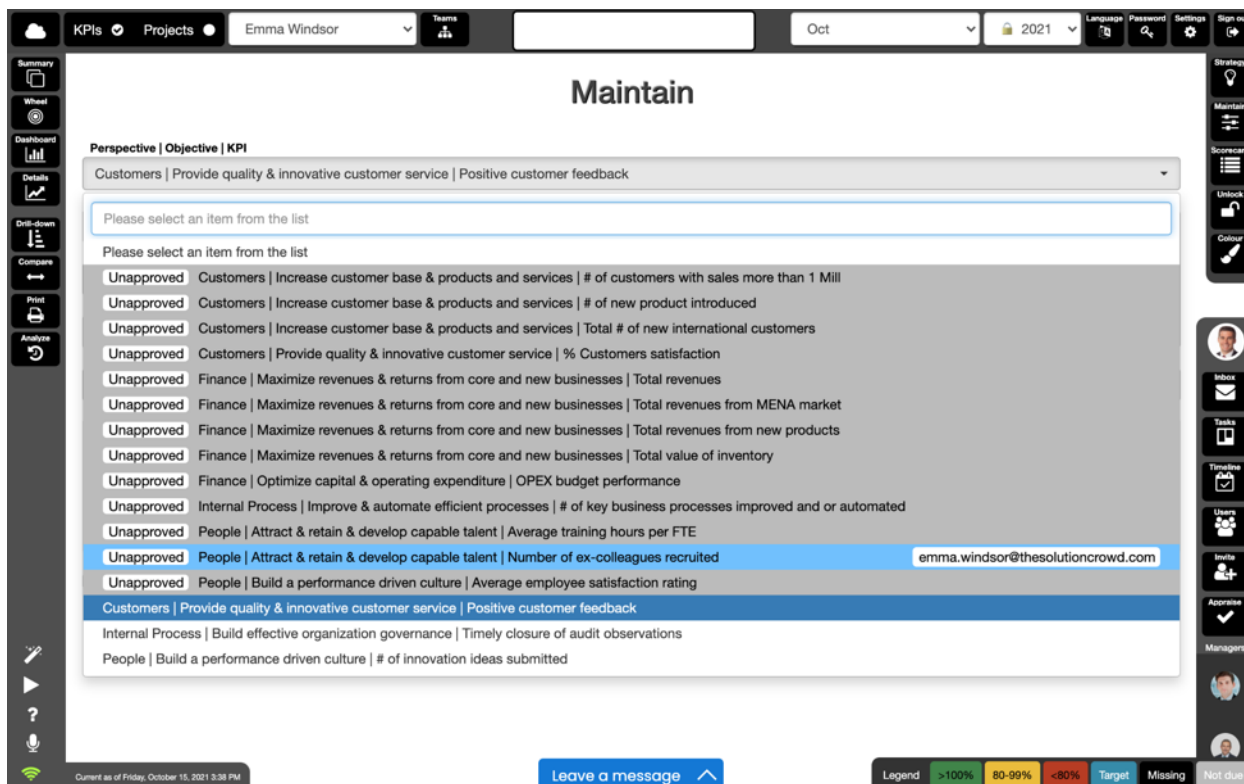


The screenshot shows the 'Maintain' page in the Kippy application. The interface includes a top navigation bar with 'KPIs' and 'Projects' tabs, a user dropdown for 'Emma Windsor', and a date selector for 'Oct 2021'. A left sidebar contains navigation icons for Summary, Wheel, Dashboard, Details, Drill-down, Compare, Print, and Analyse. A right sidebar contains icons for Strategy, Maintain, Scorecard, Unlock, Colour, and a user profile section with links to Index, Tools, Timeline, Users, Invite, Approve, and Managers. The main content area is titled 'Maintain' and contains a breadcrumb 'Perspective | Objective | KPI'. Below this is a dropdown menu showing 'Customers | Provide quality & innovative customer service | Positive customer feedback'. The form includes fields for 'Objective' (Provide quality & innovative customer service), 'KPI Name' (Positive customer feedback), 'Owner' (emma.windsor@thesolutioncrowd.c), 'Direction' (Increase is better), 'Weight' (1x), 'Unit' (empty), 'Frequency' (Monthly), and 'Cumulative' (Yes). There are also large text areas for 'Description' and 'Formula', and a 'Data Source' field. A table titled 'Targets and actuals for 2021' shows data for months Jan through Dec. Below the table is a 'KPI approval status' section with an 'Approved' checkbox. At the bottom right are 'CREATE NEW KPI' and 'EDIT KPI' buttons. A 'Leave a message' button is at the bottom center. A legend at the bottom right shows color-coded status indicators: >100% (green), 80-99% (yellow), <80% (red), Target (blue), Missing (grey), and Not due (white). The footer shows the current time as Friday, October 15, 2021, 3:38 PM.

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Targets	2	2	2	2	2	2	2	2	2	2	2	2
Actuals	1	1	1	1	0	0	3	3	6	7		

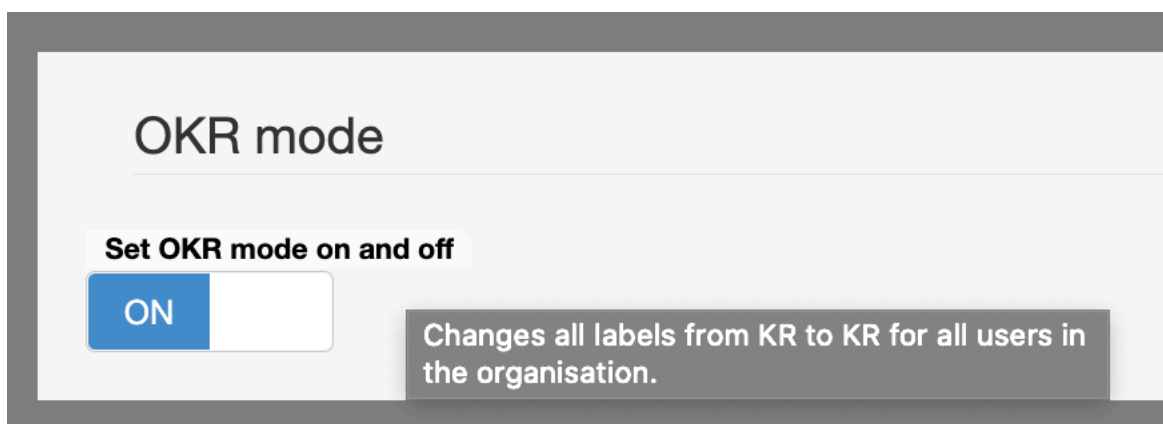
OKRs

Employee's can propose individual objectives and KPIs. Whilst managers can also help define and review the proposals - before approving them.



The screenshot shows the 'Maintain' interface in Kippy. The top navigation bar includes 'KPIs', 'Projects', and a user dropdown for 'Emma Windsor'. The main content area is titled 'Maintain' and shows a list of KPIs under the perspective 'Customers | Provide quality & innovative customer service | Positive customer feedback'. The list includes various KPIs such as '# of customers with sales more than 1 Mill', '# of new product introduced', and '% Customers satisfaction'. A search bar is present at the top of the list. The bottom of the interface shows a 'Leave a message' button and a legend for performance levels: >100% (green), 80-99% (yellow), <80% (red), Target (blue), Missing (grey), and Not due (grey).

Full OKR mode



The screenshot shows the 'OKR mode' toggle interface. It features a large heading 'OKR mode' and a section titled 'Set OKR mode on and off'. Below this, there is a toggle switch with the label 'ON' and a text box. A callout box states: 'Changes all labels from KR to KR for all users in the organisation.'

Targets

Each KPI must be SMART and is therefore given a target to be measured at a predefined frequency (e.g. monthly, quarterly, semi-annual or annual).

KPIs

Projects

Emma Windsor

Teams

Oct

2021

Language

Password

Settings

Sign out

Summary

Wheel

Dashboard

Details

Drill-down

Compare

Print

Analyze

Strategy

Maintain

Scorecard

Unlock

Colour

Inbox

Tasks

Timeline

Users

Invite

Approve

Managers

Maintain

Objective

Improve & automate efficient processes

KPI Name

Number of passed builds

Owner

emma.windsor@thesolutioncrowd.c

Direction

Increase is better

Weight

1x

Unit

Frequency

Quarterly

Cumulative

Yes

Description

Formula

Data Source

Targets and actuals for 2021

Month	Q1	Q2	Q3	Q4
Targets	25	50	100	
Actuals	40	49		

KPI approval status

☐ Approved

CANCEL

SAVE NEW KPI

Leave a message

Legend

>100%

80-99%

<80%

Target

Missing

Not due

Current as of Friday, October 15, 2021 3:38 PM



Updating Actuals

KPI Owner UI

The actual progress of each KPI can be provided by a variety of mechanisms.

- It can be provided directly by the employee in the kippy interface in the Scorecard screen

The screenshot displays the Kippy Scorecard interface. At the top, there's a header with navigation tabs (KPIs, Projects), a user profile (Emma Windsor), and a date selector (Oct 2021). The main area is titled 'Scorecard' and is divided into several sections: Perspectives, Customers, Finance, Internal Process, and People. Each section contains a list of KPIs with their respective targets and actual values. A legend at the bottom right indicates the color coding for the scores: green for >100%, yellow for 80-99%, red for <80%, blue for Target, grey for Missing, and black for Not due.

Perspectives	Score
Customers	350%
Provide quality & innovative customer service	350%

KPI Name	Direction	Weight	Frequency	Unit	Cumulative	Target	Actual	Score
Positive customer feedback	Increase	1x	Monthly		Yes	2	7	350%

Finance	Score
Internal Process	100%
Build effective organization governance	100%

KPI Name	Direction	Weight	Frequency	Unit	Cumulative	Target	Actual	Score
Timely closure of audit observations	Increase	1x	Monthly		Yes	100	100	100%

People	Score
Build a performance driven culture	

Legend: >100% (green), 80-99% (yellow), <80% (red), Target (blue), Missing (grey), Not due (black)



Actuals can also be updated in the Details screen

Navigation bar: Home, Analyze, Collaborate, Manage, Reports, Lenses, Tools, Help. CEO profile. The Solution Crowd. Sep / Q3 2025. User avatars.

Perspective | Objective | KPI

People | Optimize capital & operating expenditure | Operating Profit Margin

Details

Perspective: People

Objective: Optimize capital & operating expenditure

KPI Name: Operating Profit Margin

Owner: Nauman Khan

Weight: 1x

Unit: %

Direction: Increase is better

Frequency: Monthly

Cumulative: Yes

KPI Targets and Actuals graph

KPI Targets and Actuals table

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Targets	70	75	75	75	78	79	80	85	85	85	90	95
Actuals	54	60	70	85	90	90	90	666	90	90	95	95
%	77	80	93	113	115	114	112	106	106	106	106	100

History

Notes for 2025

New note for Sep / Q3 2025

Recent Color

Need help?



Check-in microapp

- It can be provided by the employee in an standalone express “check-in” microapp (see Mobile app too)

Check in

Please sign in

emma.windsor@thesolutioncrowd.com

.....

Sign in

© 2021



My KPIs

Positive customer feedback
(350%)

7 / 2

Emma Windsor
Customers
Provide quality & innovative customer service

Update

Timely closure of audit observations
(100%)

100 / 100

Emma Windsor
Internal Process
Build effective organization governance

Update

of innovation ideas submitted

? / 3

Emma Windsor
People
Build a performance driven culture

Update

Summary

Team	Perspective	Objective	KPI	Unit	Target	Actual	Score
Emma Windsor	Customers	Provide quality & innovative customer service	Positive customer feedback	2	7	350	
Emma Windsor	Internal Process	Build effective organization governance	Timely closure of audit observations	100	100	100	
Emma Windsor	People	Build a performance driven culture	# of innovation ideas submitted	3			

KPI details

Positive customer feedback (350%)

7 / 2

Emma Windsor
Customers
Provide quality & innovative customer service

Increase is better | 1x | Monthly | Cumulative

Submit new actual

Actual

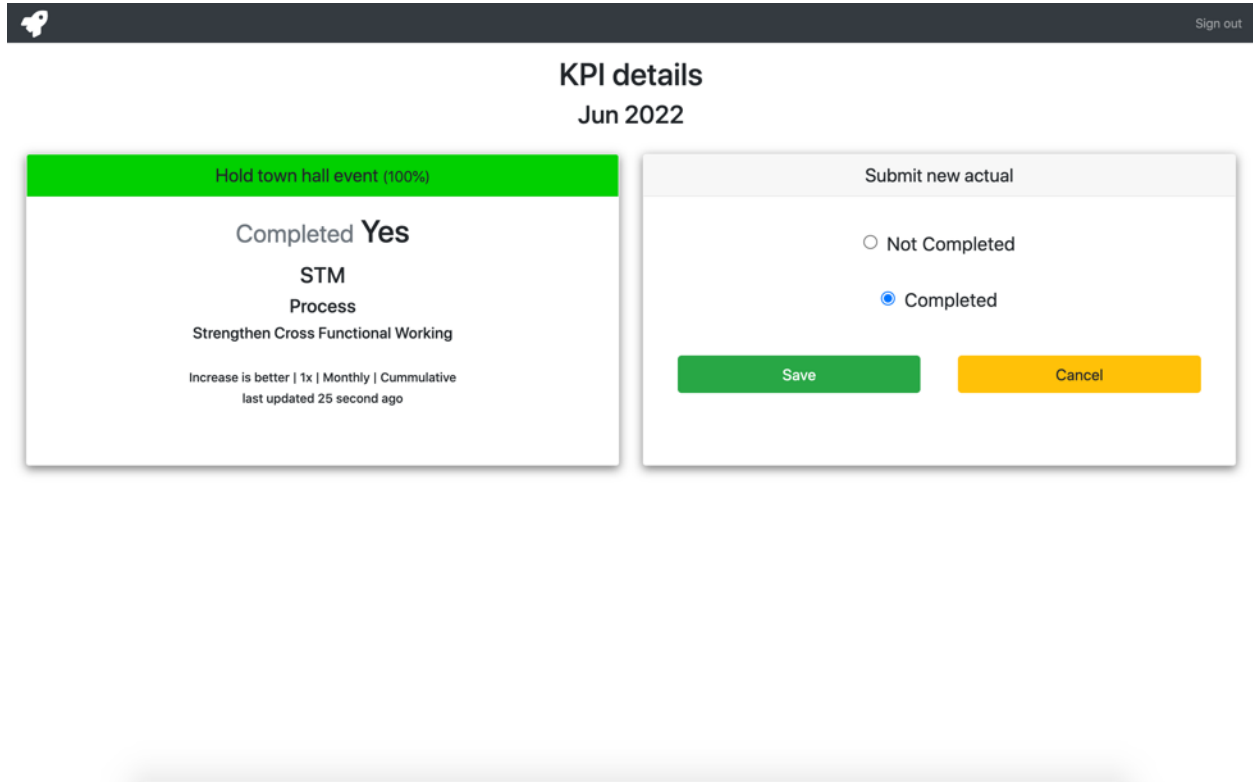
7

Save

Cancel

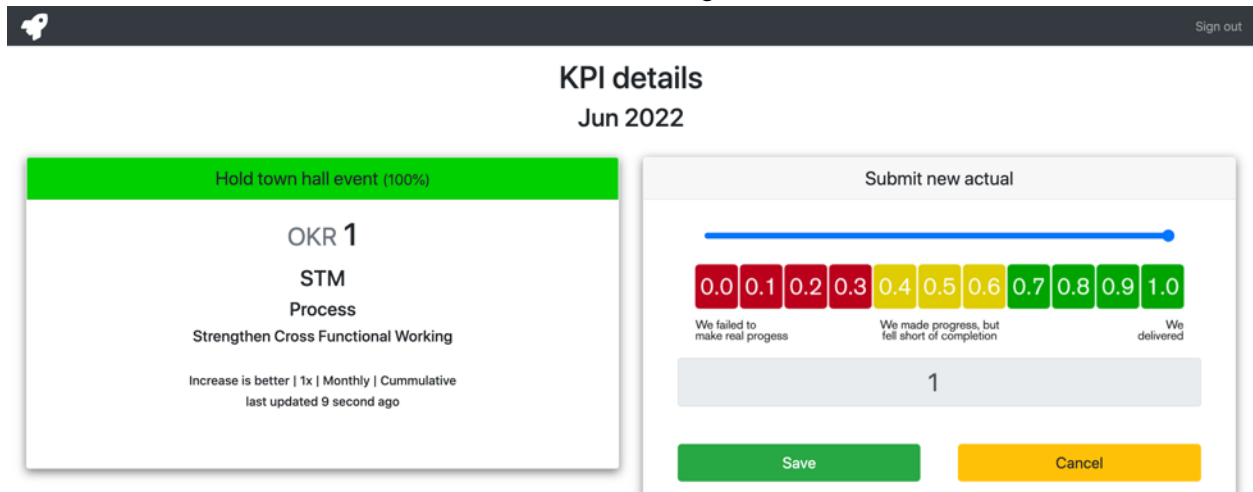
The check-in microapp will display different ‘widgets’ for input of the actual, based on the Unit of the KPI.

The KPI below has a Unit of Completed.



The screenshot shows the KPI details for 'Hold town hall event (100%)'. The left panel displays the KPI name, status 'Completed Yes', and details: 'STM Process', 'Strengthen Cross Functional Working', and 'Increase is better | 1x | Monthly | Cumulative last updated 25 second ago'. The right panel, titled 'Submit new actual', shows two radio buttons: 'Not Completed' and 'Completed' (which is selected). Below the radio buttons are 'Save' and 'Cancel' buttons.

The KPI below has a Unit of OKR. There are also widgets for RAG and achieved.



The screenshot shows the KPI details for 'Hold town hall event (100%)'. The left panel displays the KPI name, status 'OKR 1', and details: 'STM Process', 'Strengthen Cross Functional Working', and 'Increase is better | 1x | Monthly | Cumulative last updated 9 second ago'. The right panel, titled 'Submit new actual', shows a progress bar with a blue line and a slider. Below the progress bar is a row of 11 colored boxes representing a scale from 0.0 to 1.0. The boxes are colored red (0.0-0.3), yellow (0.4-0.6), and green (0.7-1.0). Below the boxes are three labels: 'We failed to make real progress' (under 0.0-0.3), 'We made progress, but fell short of completion' (under 0.4-0.6), and 'We delivered' (under 0.7-1.0). Below the labels is a text input field containing the number '1'. At the bottom are 'Save' and 'Cancel' buttons.



Customer Churn Rate (100%)

RAG 10

CEO

Customers

Increase Customer Retention

Decrease is better | 1x | Monthly | Cumulative
(Number of customers lost during period / Total number of customers at start of period) * 100
last updated 3 minutes ago

Measures the percentage of customers lost over a specific period.

Submit new actual

☐ Red

☐ Amber

☒ Green

Save

Cancel

Customer Retention Rate (100%)

Achieved Yes

CEO

Customers

Increase Customer Retention

Increase is better | 1x | Monthly | Cumulative
((Number of customers at end of period - Number of new customers during period) / Number of customers at start of period) * 100
last updated 14 minutes ago

Tracks the percentage of customers retained over a specific period.

Submit new actual

Achieved?

☐ No

☒ Yes

Save

Cancel



Maintain UI

- Actual can be provided directly by the manager

KIPs

Projects

Emma Windsor

Teams

Oct

2021

Language

7a

Password

Settings

Sign out

Summary

Wheel

Dashboard

Details

Drill-down

Compare

Print

Analyze

Strategy

Maintain

Scorecard

Unlock

Colour

Inbox

Tasks

Timeline

Users

Invite

Approve

Managers

Perspective | Objective | KPI

Customers | Provide quality & innovative customer service | Positive customer feedback

Objective

Provide quality & innovative customer service

KPI Name

Positive customer feedback

Owner

emma.windsor@thesolutioncrowd.c

Direction

Increase is better

Weight

1x

Unit

Frequency

Monthly

Cumulative

Yes

Description

Formula

Data Source

Targets and actuals for 2021

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Targets	2	2	2	2	2	2	2	2	2	2	2	2
Actuals	1	1	1	1	0	0	3	3	6	7		

KPI approval status

☒ Approved

CANCEL

SAVE KPI

Current as of Friday, October 15, 2021 3:42 PM

Leave a message

Legend

>100%

80-99%

<80%

Target

Missing

Not due

© 2025 Kippy KPI Management Ltd. All rights reserved

26



Built-in adapters

- Actual can be pulled in from an external system (e.g. a sales/productivity/ERP system).

Formula

```
=cloud.kippy.tfs.actualTestEffort
```

Data Source

TFS

Web APIs

- Actual can be pushed from external systems using kippy's web APIs e.g.

<https://kippy-tsc.appspot.com/api/v3/actual/?>

organisation=<org>&username=<username>&password=<password>&year=<year>&period=<p
eriod>&board=<boardName>&name=<name>&value=<value>

and pulled out again

<https://kippy-tsc.appspot.com/api/v3/projects/?organisation=<org>>

<https://kippy-tsc.appspot.com/api/v3/projects/scores/?organisation=<org>>

<https://kippy-tsc.appspot.com/api/v3/kpis/?organisation=<org>>

<https://kippy-tsc.appspot.com/api/v3/kpis/scores/?organisation=<org>>

← → ↻ ⓘ view-source:https://kippy-tsc.appspot.com/api/v2/projects/?username=

```
1 {
2   "projects": [
3     {
4       "department": "Strategy Development",
5       "dimension": "Shareholder Value",
6       "objective": "Manage the Project Pipeline",
7       "initiative": "Projects Development",
8       "weight": "1x",
9       "owner": " ",
10      "year": "2019"
11    },
12    {
13      "department": "Strategy Development",
14      "dimension": "Operations",
15      "objective": "Improve Operational excellence",
16      "initiative": "Strategy \u0026 Corp Development",
17      "weight": "2x",
18      "owner": " ",
19      "year": "2019"
20    },
21    {
22      "department": "CEO",
23      "dimension": "Process",
24      "objective": "Build effective organization governance",
25      "initiative": "Install Kippy",
26      "weight": "1x",
27      "year": "2019"
28    },
29    {
30      "department": "Business Support",
31      "dimension": "Operations",
32      "objective": "Improve Operational excellence",
33      "initiative": "HR Improvements Project",
34      "weight": "2x",
35      "owner": " ",
36      "year": "2019"
37    },
38  ]
39 }
```

Formulas

- Actual can be auto-calculated using formulas (e.g. the percentage of two other KPIs).

Formula

```
=cloud.kippy.percentage("Actual Test  
Effort", "Planned Test Effort")
```

The in-built formulas include divide, multiply, add, subtract, percentage, min, max and average. These each take two parameters which are the names of KPIs in the current team. The result will be set as the KPI actual.

The use formula takes one parameters e.g. =cloud.kippy.use("Actual Test Effort") and will set the actual to the value of that KPI.

The abs formula takes no parameters (e.g. =cloud.kippy.abs()) and will set the actual to the positive value if a negative value is entered (e.g. -1 => 1, 0=>0, 1=>1)

Also, the copy function can be used to make the Actual the same as the Actual for another KPI from the same or different Team. (e.g. copy the 'items sold' KPI from the Sales team).



Formula

```
=cloud.kippy.copy("Sales", "Items Sold")
```

The children formula can be used to sum the actual of all KPIs with the name *kpiName* in the current team's direct sub-teams (i.e. one level below) e.g. `=cloud.kippy.children.sum("kpiName")`

If the *kpiName* is not provided, then the name of the current KPI will be used e.g.
`=cloud.kippy.children.sum()`

You can also get the average and weighted average of children's scores and actuals.

KPI's on different teams can be referred to by prefixing the KPI name with the name of the Team and a fullstop e.g. `=cloud.kippy.percentage("Actual Test Effort", "Sales.Planned Test Effort")`

Scores can also be manipulated with the following functions:

Function	Description
<code>=cloud.kippy.score.top()</code>	Restrict score to maximum of 100
<code>=cloud.kippy.score.top(110)</code>	Restrict score to a maximum value e.g. 110
<code>=cloud.kippy.score.bottom()</code>	Restrict score to minimum of 0
<code>=cloud.kippy.score.bottom (10)</code>	Restrict score to a minimum value e.g. 10
<code>=cloud.kippy.score.range (20, 80)</code>	Restrict score to be within the range specified
<code>=cloud.kippy.score.positive()</code>	Absolute value e.g. -5 will be 5
<code>=cloud.kippy.score.negative()</code>	Absolute value multiplied by -1
<code>=cloud.kippy.score.mid(20,90)</code>	Set score as 0, 80 or 100 if below, between or above the two parameters



Formula

```
=cloud.kippy.score.top()
```

Formulas will turn red if they fail validation.

You can also use complex formulas like eval

```
=cloud.kippy.eval(if('Net profit' > 0, max('Net profit', 'Sales.Total sales'), avg('Total budget', 100)))
```

More detail here: <https://www.kippy.cloud/formula>

Metrics

Variables can be set to be used in formulas. Each variable is scoped per period but can be used in any team. Variables can be set via API calls. Changing the value of variable will automatically re-calculate all formulas that reference them.



Formula variables (Aug 2023)

Current variables

Variable	Value
total items sold	850
units produced	900

Filter variables

[Close](#)

Add new variables

Enter new variables

A list of key value pairs e.g.
Days of month=30
Units produced=900

[Add variables](#)

Generated: Fri Aug 11 18:03:14 UTC 2023

The formula e.g. `=cloud.kippy.use("param1")` will use the actual value of the *param1* – where *param1* is either the name of KPI in the current team or the name of a metric variable.

Automatic system metrics are also available e.g.

- “Appraised employees” is auto-updated with number of employees appraised.
- “High performers” is auto-updated with number of employees appraised above 80%.
- “Total appraisable users” is auto-updated with total number of appraisable employees.

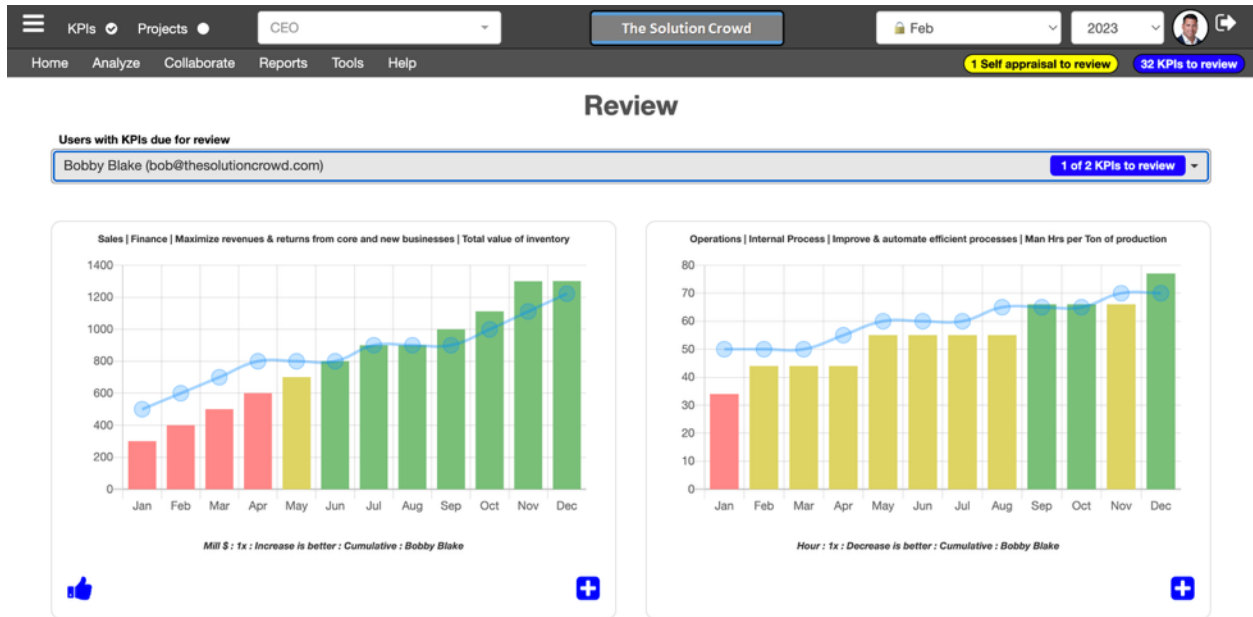
Contact support for more automatic metrics based on your use case.

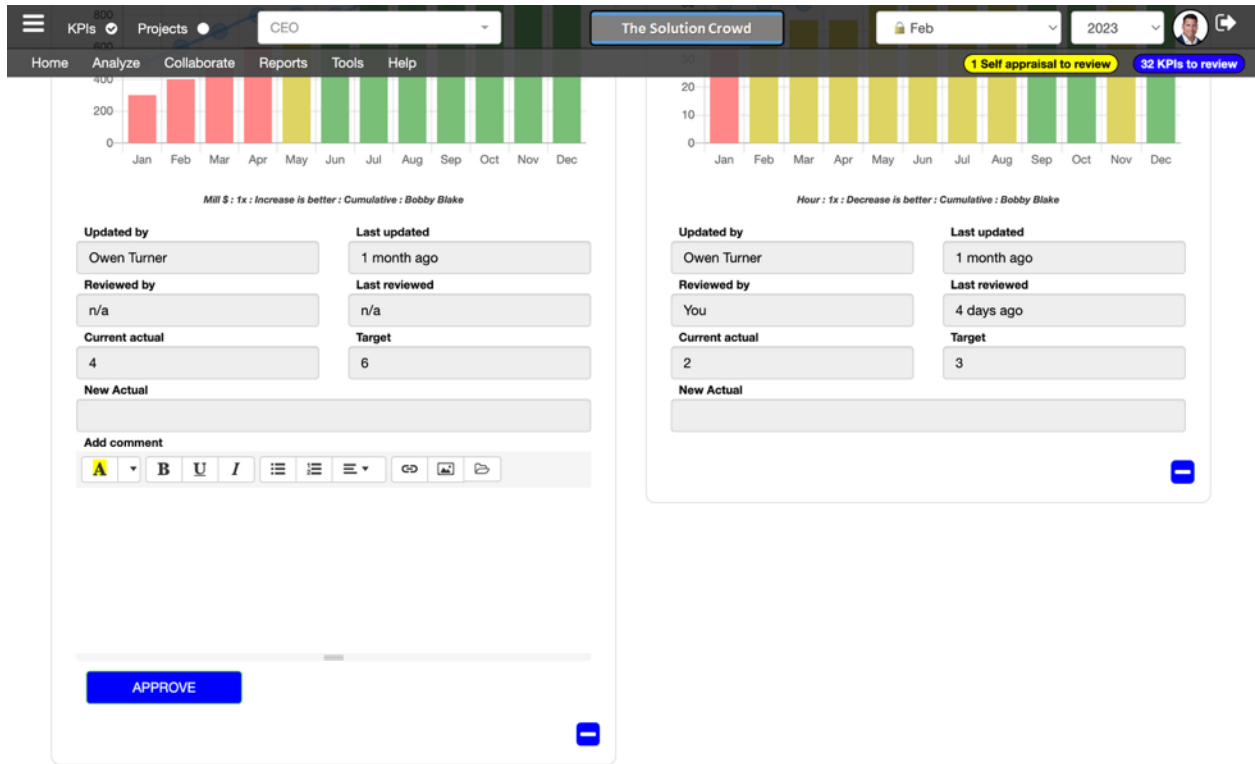


Reviewing actuals

Manager UI

Each actual submission is reviewed by the manager for clarification, adjustment or clarification.





Managers can quick approve with a single click, approve with notes, and adjust (with/without notes).



Manager approval microapp

Managers can also review actuals with a standalone express “approval” microapp.



Manager

Please sign in

Sign in

© 2021

KippySign out

Individual KPIs

2021 > Oct

Name	# KPIs	# Pending	Last submission
Ake Simmons	1	1	08-Oct-2021
Alex Sanchez	1	1	08-Oct-2021
Emma Windsor	4	2	08-Oct-2021

Generated: Fri Oct 15 14:56:17 UTC 2021



Employee KPI Review

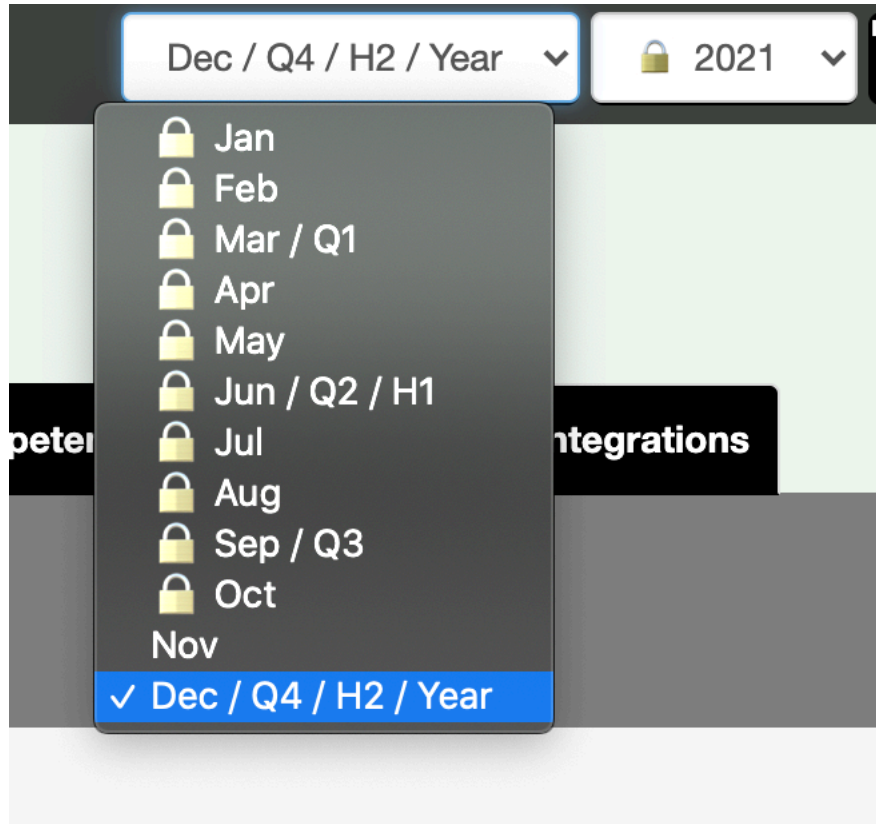
[2021](#) > [Oct](#) > Emma Windsor

KPI Name	Frequency	Forecast	Actual	Score	Last submission	Approval
Number of ex-colleagues recruited	Monthly	3	2	67	08-Oct-2021	Not needed
# of innovation ideas submitted	Monthly				08-Oct-2021	Not submitted
Positive customer feedback	Monthly	2	7	350	08-Oct-2021	Approve
Timely closure of audit observations	Monthly	100	100	100	08-Oct-2021	Not needed

Generated: Fri Oct 15 14:57:22 UTC 2021

History

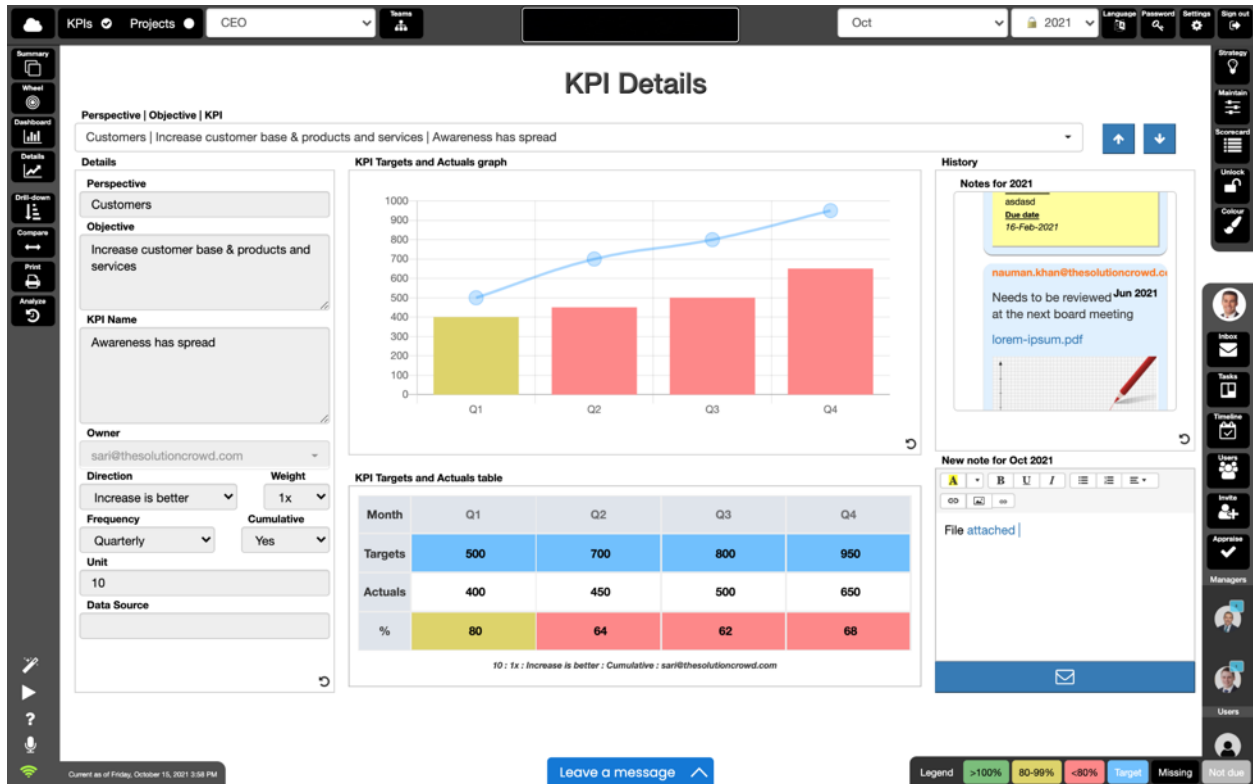
Review historical organisation performance by going back to previous months and years.





Chat and wiki

Clarifications can take the form of in-context chat conversations, with attachments of files, images, videos, etc. with a full audit trail.





Kippy – Features

The screenshot displays the Kippy dashboard interface. A modal window titled "Insert File" is open, allowing users to upload a file or enter a URL. The background shows a dashboard for a KPI named "Awareness has spread" under the perspective of "Customers". It includes a bar chart showing quarterly data and a table of targets and actuals.

Insert File Modal:

- Select from files
- Choose file | No file chosen
- File URL
- INSERT FILE

KPI Details:

- Perspective: Customers
- Objective: Increase customer base & products and services
- KPI Name: Awareness has spread
- Owner: sari@thesolutioncrowd.com
- Direction: Increase is better
- Weight: 1x
- Frequency: Quarterly
- Cumulative: Yes
- Unit: 10
- Data Source:

KPI Targets and Actuals table:

Month	Q1	Q2	Q3	Q4
Targets	500	700	800	950
Actuals	400	450	500	650
%	80	64	62	68

Legend: >100% (green), 80-99% (yellow), <80% (red), Target (blue), Missing (grey), Not data (dark grey).



History

Audit Log

 nauman.khan@thesolutioncrowd.com Task deleted for 2021 period 2 on team CEO for Awareness has spread Saturday, September 25, 2021 4:33 PM
 nauman.khan@thesolutioncrowd.com Task added for 2021 period 9 on team CEO for Awareness has spread Saturday, September 25, 2021 4:33 PM
 nauman.khan@thesolutioncrowd.com Task deleted for 2021 period 2 on team CEO for Awareness has spread Thursday, August 12, 2021 8:22 AM

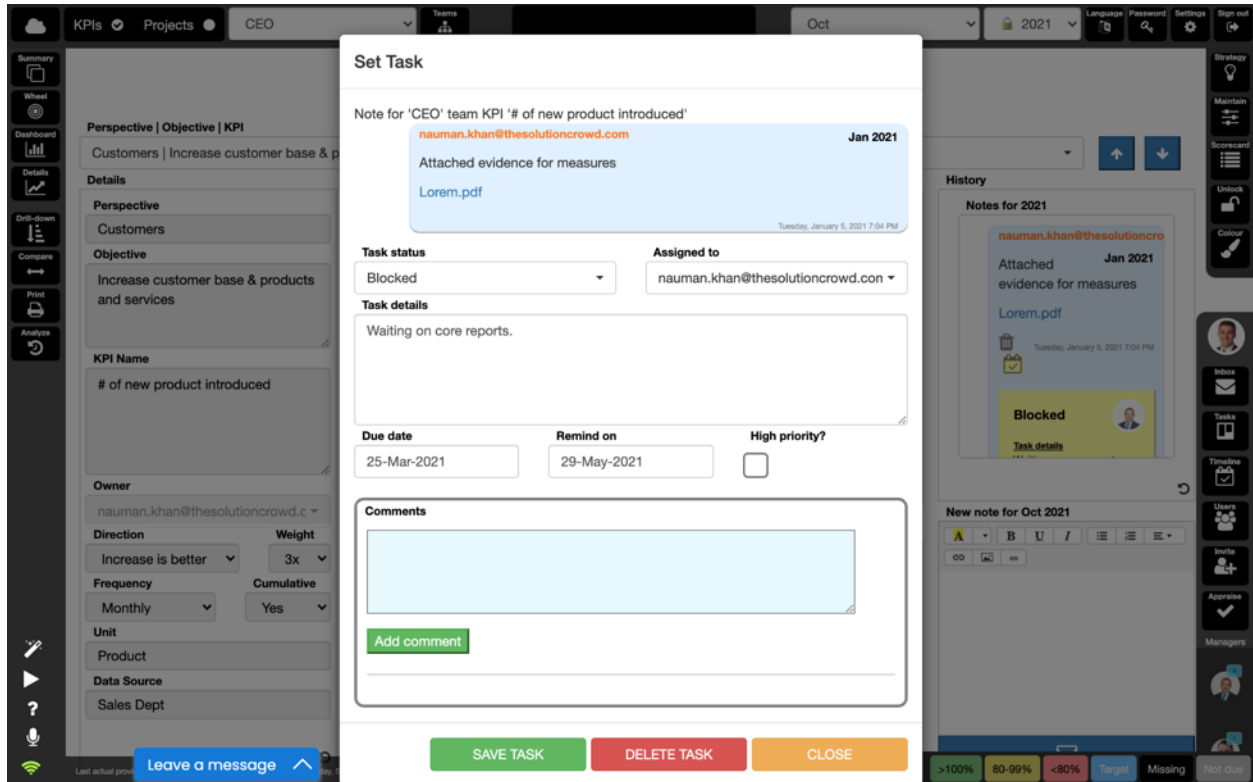

Mentions

All conversations are emailed (or Slacked) to the involved users. Additional users can be 'mentioned' in a chat by simply adding their email address.

Tasks

Task setting

Each KPI can have tasks assigned which can be used to track OKRs, improvement activities and actions on other employees and managers.

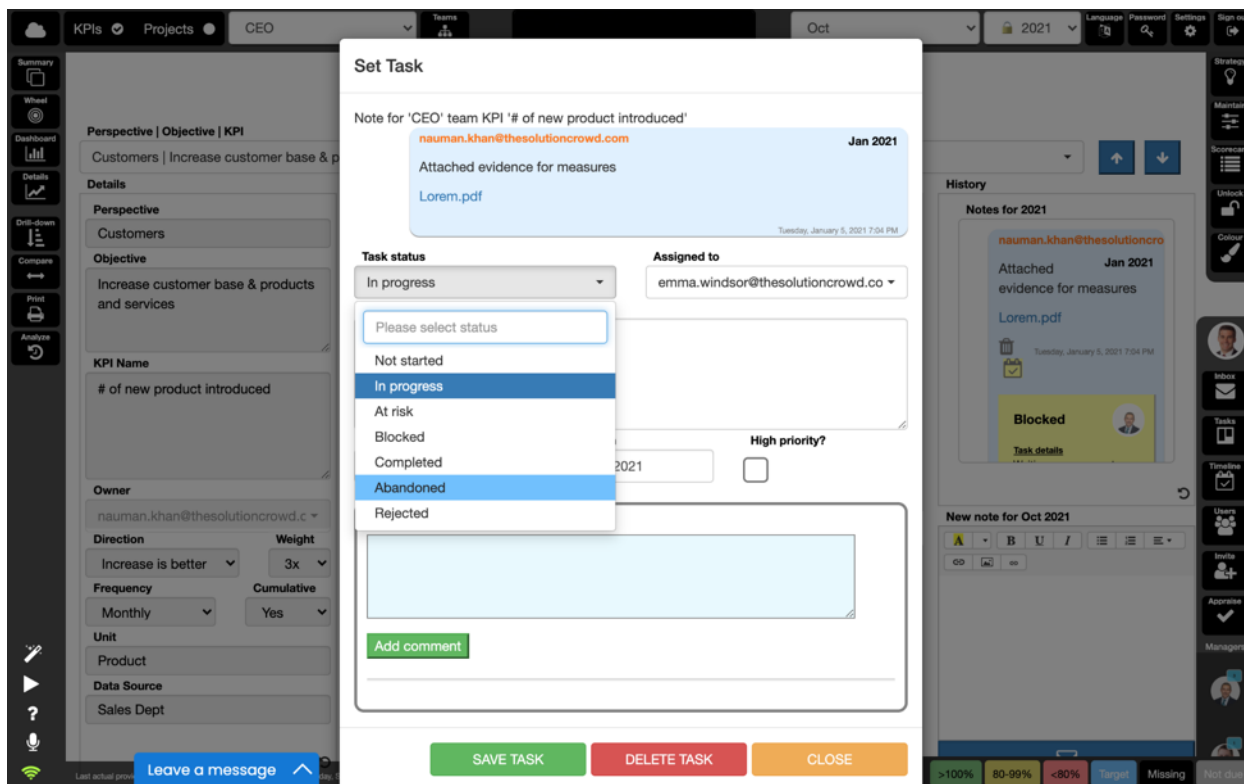


The screenshot shows the 'Set Task' modal form in the Kippy application. The form is overlaid on a dashboard view. The dashboard on the left shows a KPI for 'Customers | Increase customer base & products and services' with a goal of '# of new product introduced'. The 'Set Task' form contains the following fields:

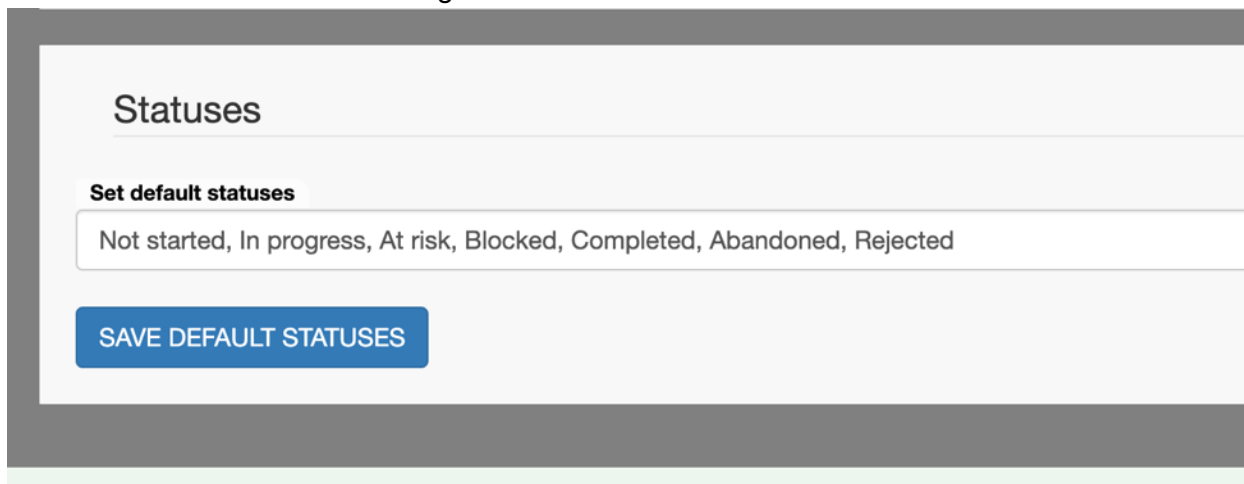
- Note for 'CEO' team KPI '# of new product introduced'** (Text area)
- Attached evidence for measures** (Text area)
- Task status** (Dropdown menu, currently set to 'Blocked')
- Assigned to** (Dropdown menu, currently set to 'nauman.khan@thesolutioncrowd.com')
- Task details** (Text area, containing 'Waiting on core reports.')
- Due date** (Text input, set to '25-Mar-2021')
- Remind on** (Text input, set to '29-May-2021')
- High priority?** (Checkbox, currently unchecked)
- Comments** (Text area)
- Add comment** (Green button)

At the bottom of the modal are three buttons: 'SAVE TASK' (green), 'DELETE TASK' (red), and 'CLOSE' (orange). The background dashboard shows a sidebar with navigation options like 'Summary', 'Wheel', 'Dashboard', 'Details', 'Drill-down', 'Compare', 'Print', and 'Analyze'. The right sidebar shows a 'History' section with 'Notes for 2021' and a 'New note for Oct 2021' section.

These tasks can have deadlines, escalations, reminders and customized workflow.



The set of task statuses are configurable.



Tasks can be set to multiple users.



Set Task

Note for 'Sales' team
nauman.khan@thesolutioncrowd.com
Good job keep it up
Oct / 2025
Sat, Oct 18, 2025 4:12 PM

Task status

Not started

Task details

Book a meeting

Due date

28-Nov-2025

Remind on

Comments

SAVE TASK

Assigned to

sari@thesolutioncrowd.com, owner@thesolutioncrowd.com

Please select the person to assign this task to

peter.king@thesolutioncrowd.com

nauman.khan@thesolutioncrowd.com

hi@thesolutioncrowd.com

test2@thesolutioncrowd.com

emma.windsor@thesolutioncrowd.com

test@thesolutioncrowd.com

george@thesolutioncrowd.com

ian@thesolutioncrowd.com

sari@thesolutioncrowd.com

lina@thesolutioncrowd.com

ake.simmons@thesolutioncrowd.com

owner@thesolutioncrowd.com

alem.selimovic@thesolutioncrowd.com

imran.khan@thesolutioncrowd.com

mike@thesolutioncrowd.com

alex.sanchez@thesolutioncrowd.com

nesrain@thesolutioncrowd.com

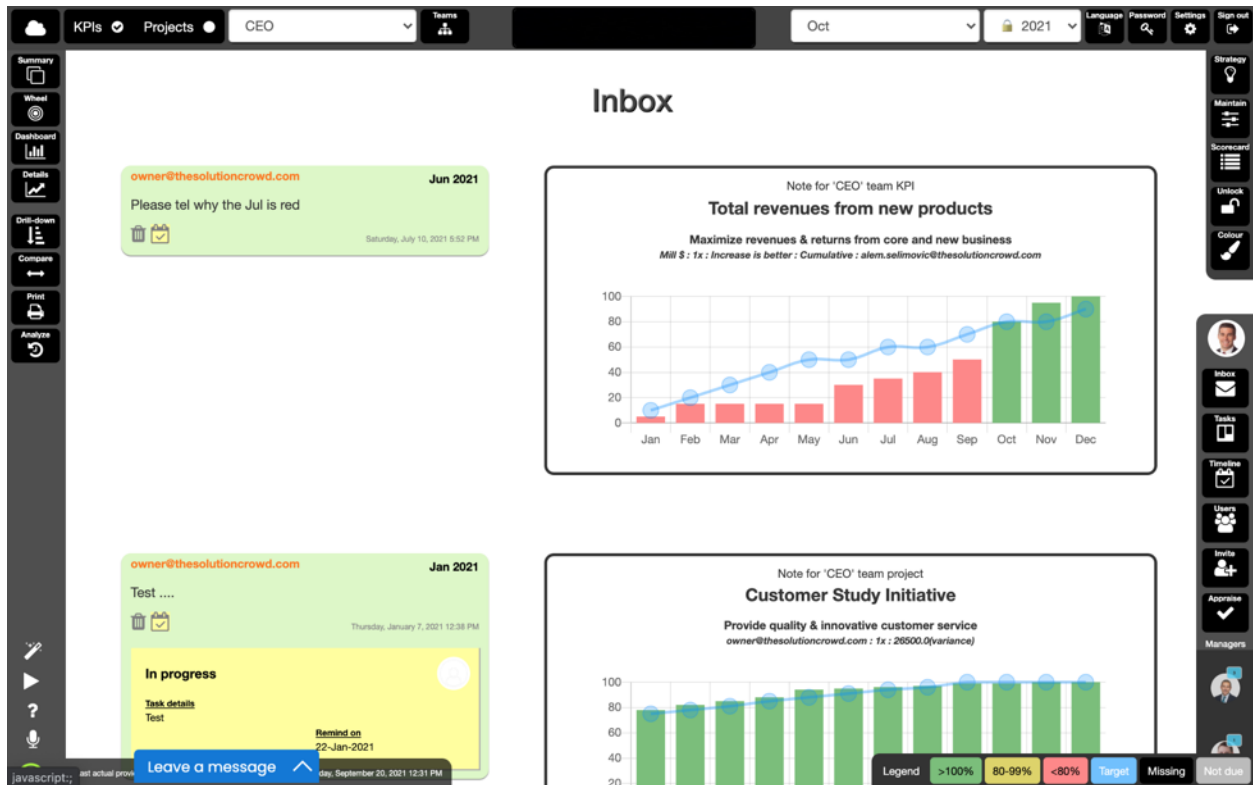
tim@thesolutioncrowd.com

Need help?



Task viewing

All tasks are automatically presented in an Inbox, TimeLine and Kanban board for each user to help ensure they are actioned in a timely manner - with automated alerts when past due.





Tasks

Not started (1) | In progress (2) | At risk (1) | Blocked (1)

nauman.khan@thesolutioncrowd.com

Needs to be reviewed at the next board meeting

lorem-ipsu.pdf

Thursday, June 17, 2021 9:14 AM

Not started

Task details: needs help

Due date: 01-Jul-2021 | Remind on: 24-Jun-2021

nauman.khan@thesolutioncrowd.com

Retro

Monday, February 15, 2021 11:57 AM

In progress

Due date: 16-Feb-2021

nauman.khan@thesolutioncrowd.com

Check out

Sunday, January 10, 2021 6:46 PM

In progress

Task details: Please submit feedback with timecards

Due date: 15-Feb-2021 | Remind on: 17-Feb-2021

nauman.khan@thesolutioncrowd.com

RF57 - Tech review initiative

Monday, February 15, 2021 11:57 AM

At risk

Due date: 16-Feb-2021

nauman.khan@thesolutioncrowd.com

Attached evidence for measures

Lozem.pdf

Tuesday, January 5, 2021 11:57 AM

Blocked

Task details: Waiting on core reports.

Due date: 25-Mar-2021 | Remind on: 29-May-2021

Legend: >100% | 80-99% | <80% | Target | Missing | Not due

Tasks can be drag and dropped to different statuses in the Tasks screen.

Timeline

8-Feb | 15-Feb | 22-Feb | 1-Mar | 8-Mar | 15-Mar

Not started (1)

Please complete ... 17-Feb-2021

Please complete ... 23-Feb-2021

Please can we act... 28-Feb-2021

In progress (2)

16-Feb-2021

Please submit fee... 15-Feb-2021

Please complete ... 02-Mar-2021

At risk (1)

16-Feb-2021

Please complete ... 09-Mar-2021

Blocked (1)

Please complete ... 14-Feb-2021

Please can you as... 28-Feb-2021

Completed (1)

Please complete ... 11-Feb-2021

asdasd 16-Feb-2021

16-Feb-2021

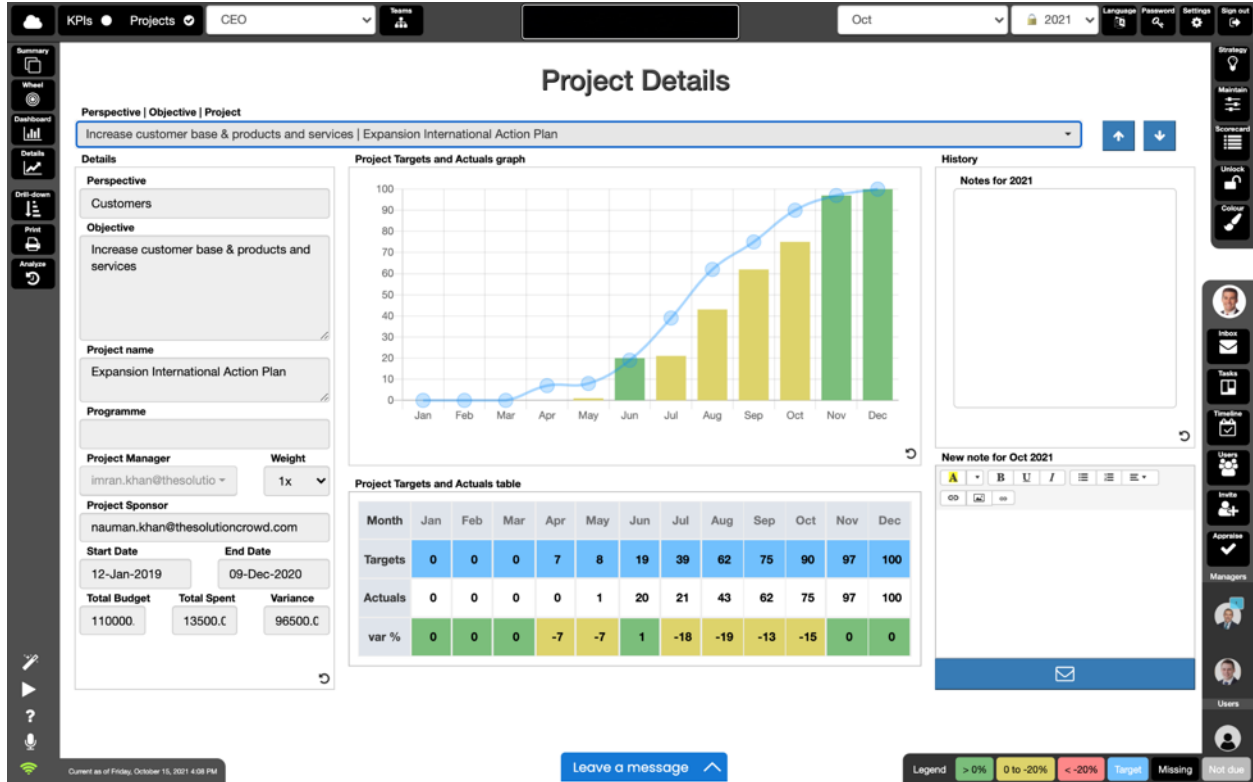
Aband

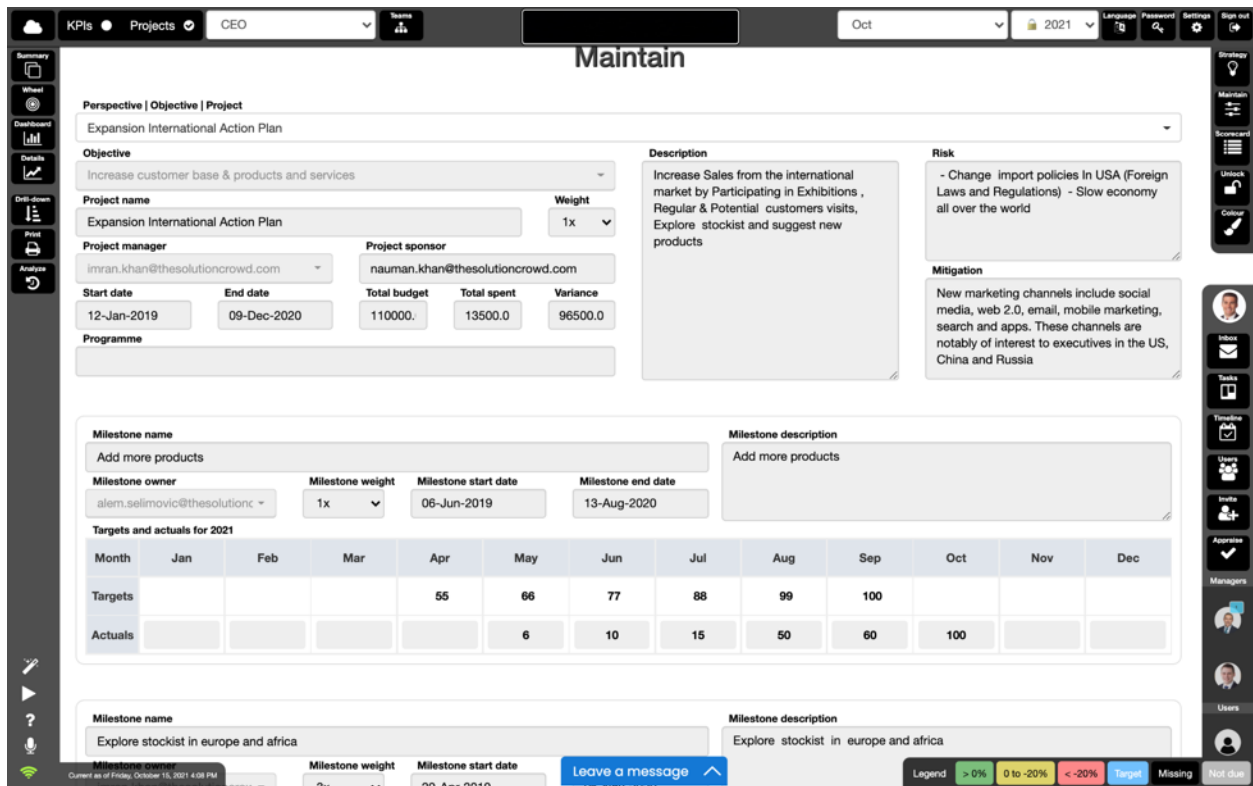
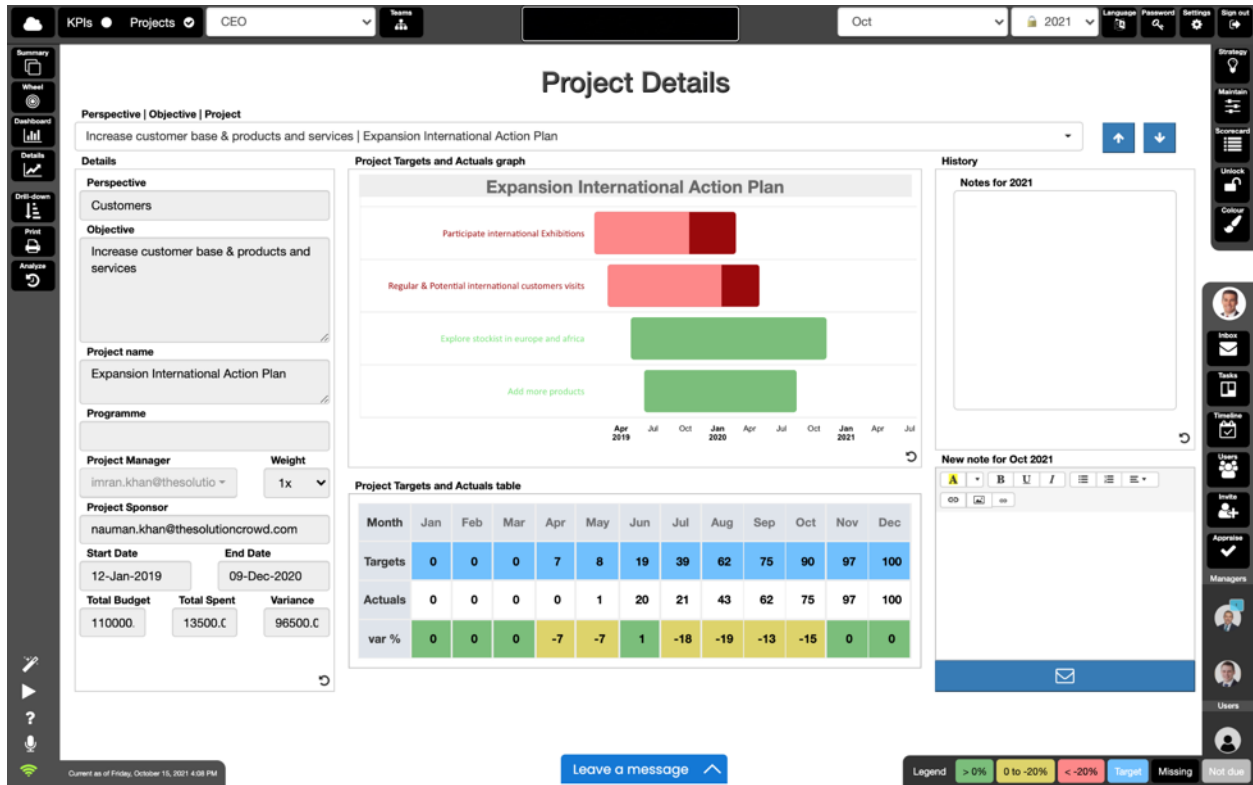
Legend: >100% | 80-99% | <80% | Target | Missing | Not due

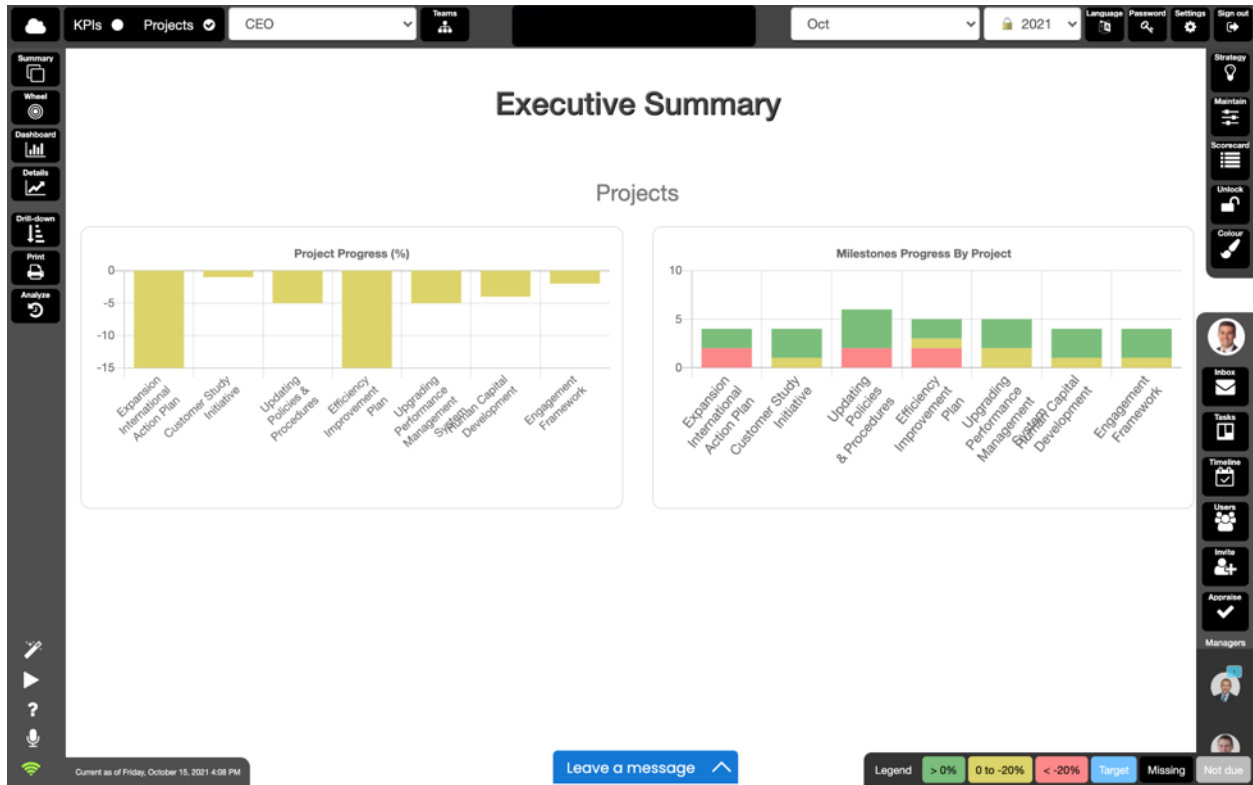


Projects

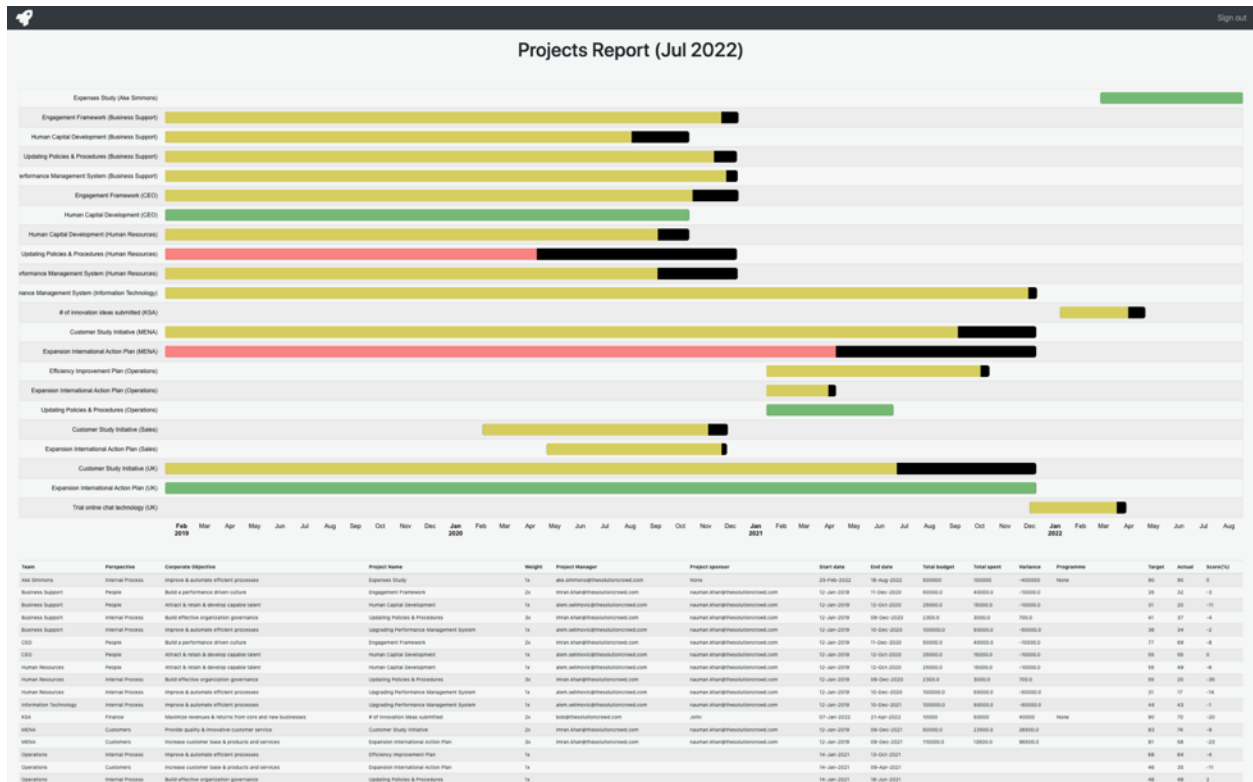
As well as individual and team KPIs, employees can also be made responsible for milestones on key Projects.







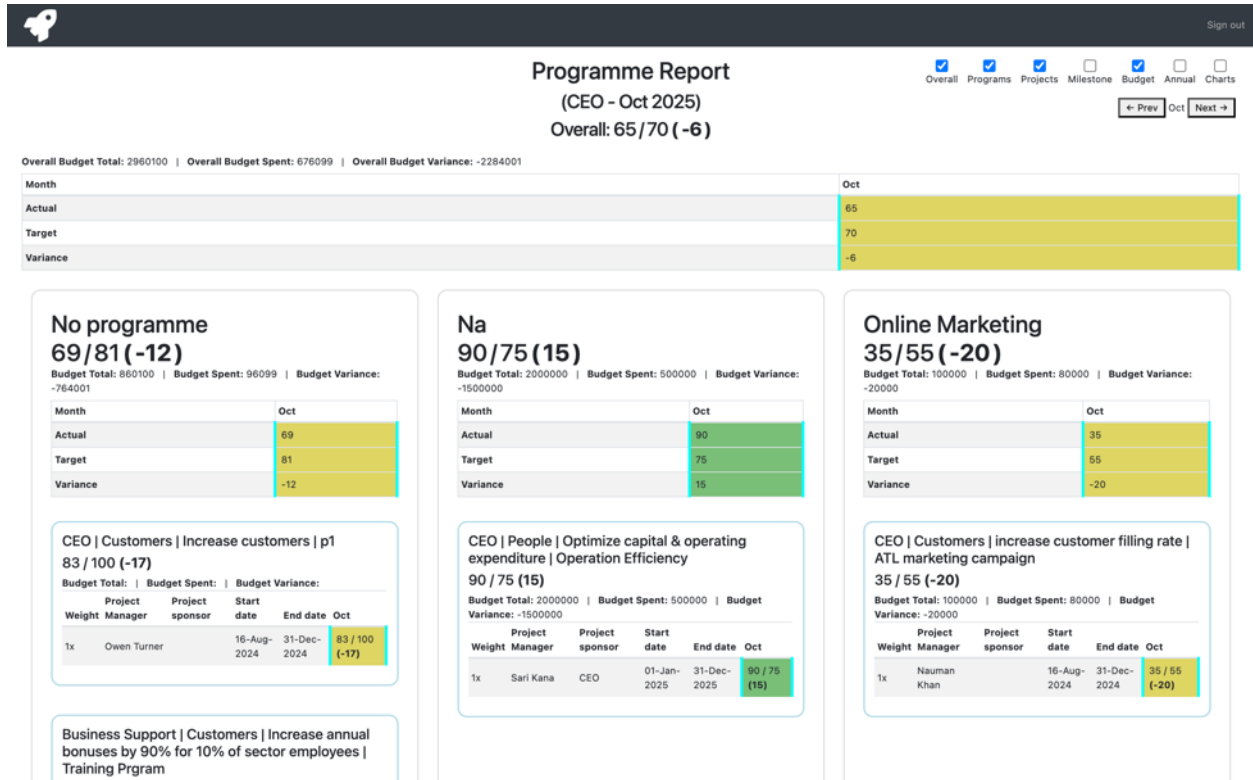
The Projects microapp summarizes all projects and project performance on a Gantt chart.



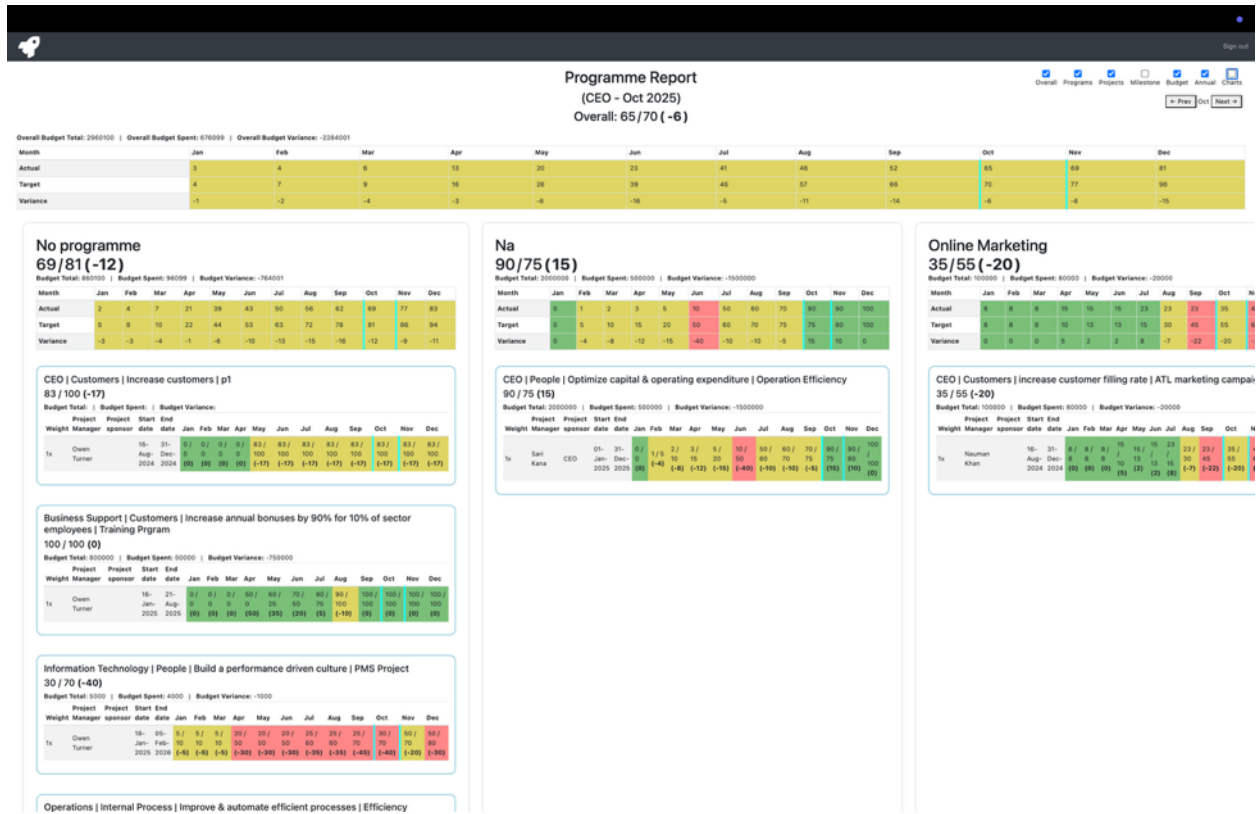


Programmes

Projects can be organized into programmes and then reported upon with information segmented and summarized using the Programme Report.



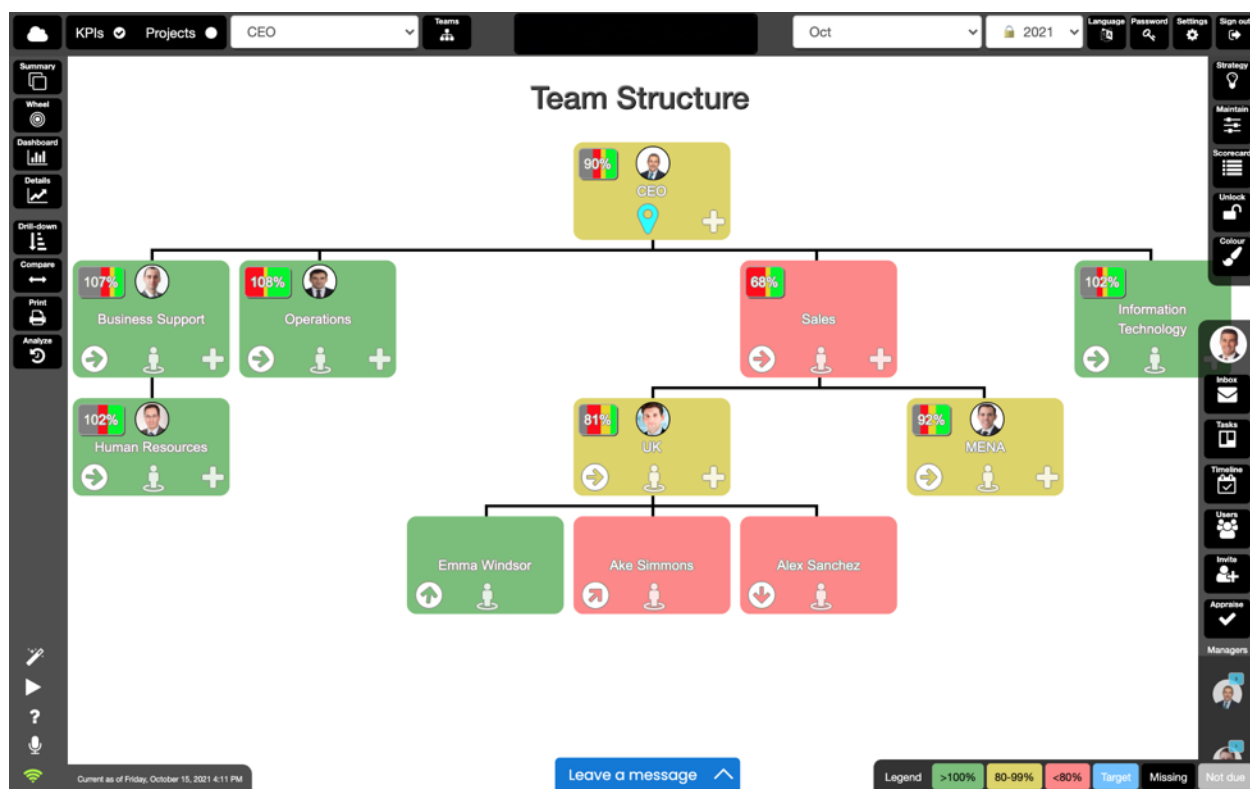
The filters can be used to show and hide information as needed, including charts and annual views.

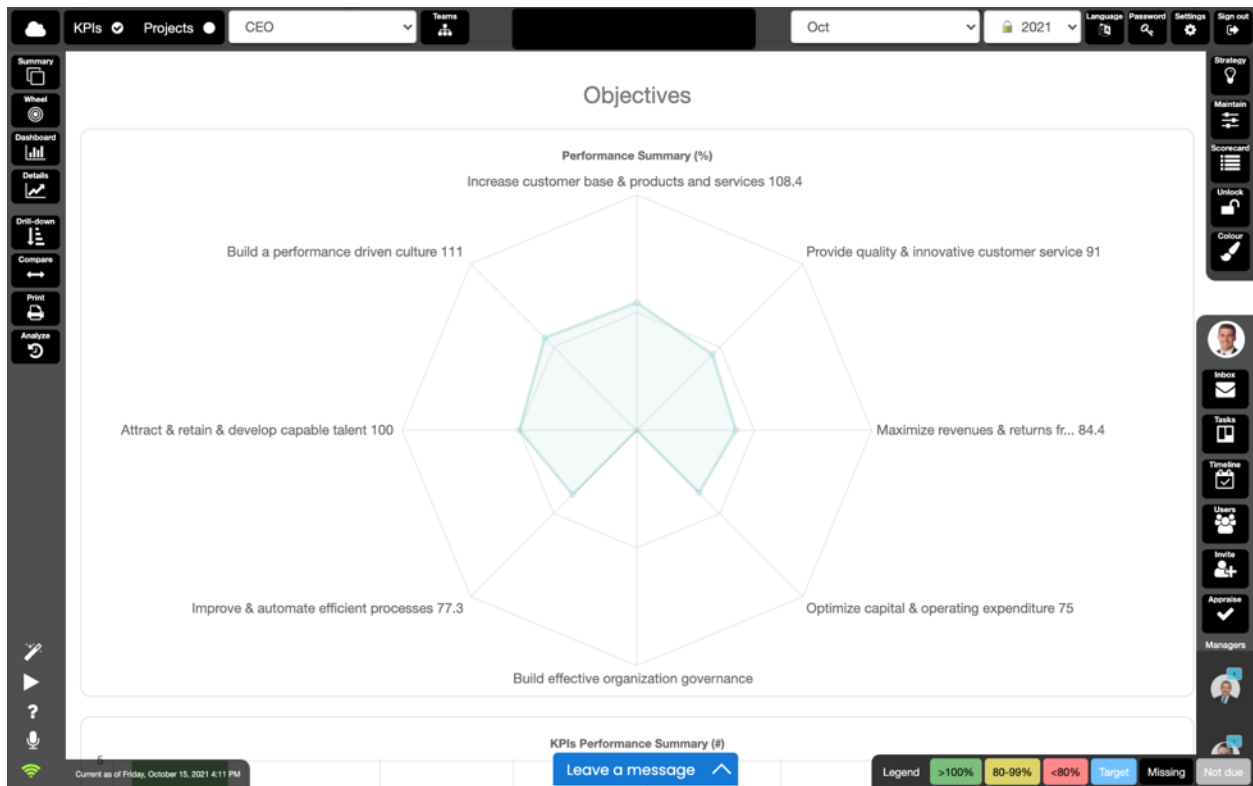
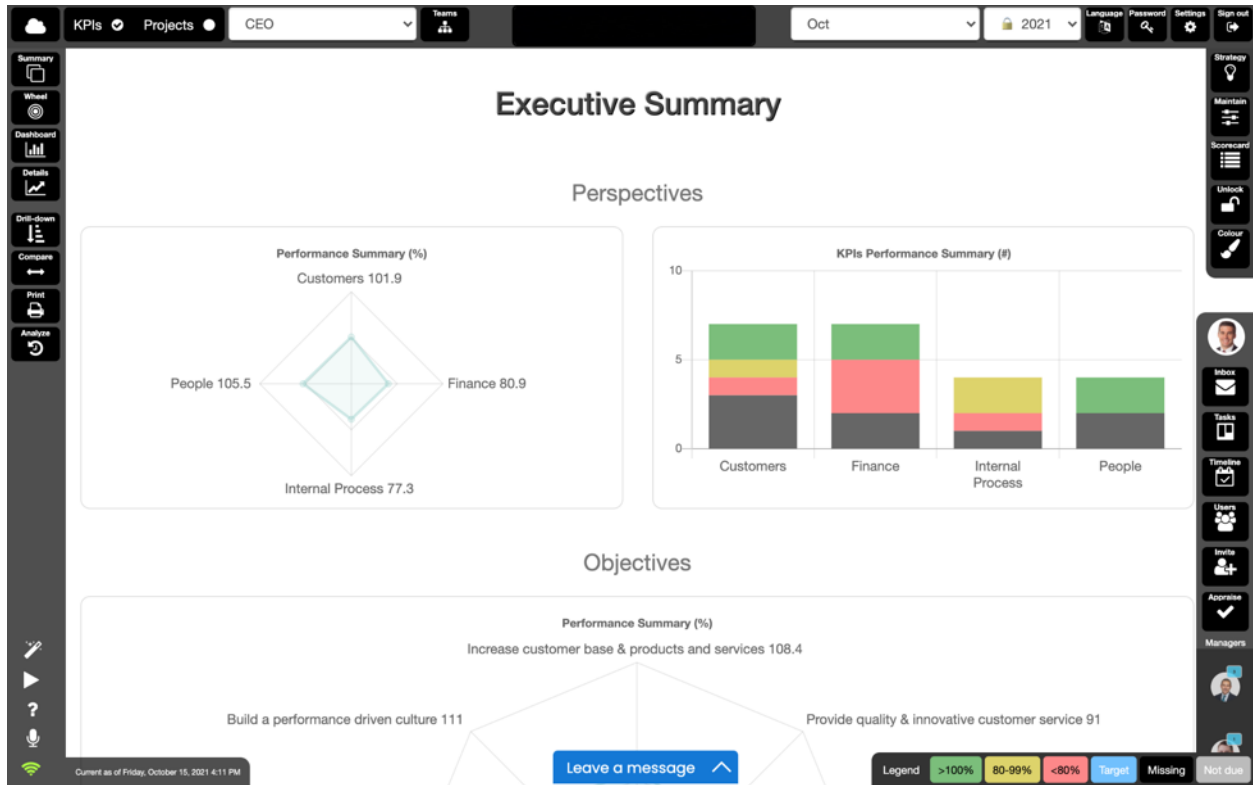


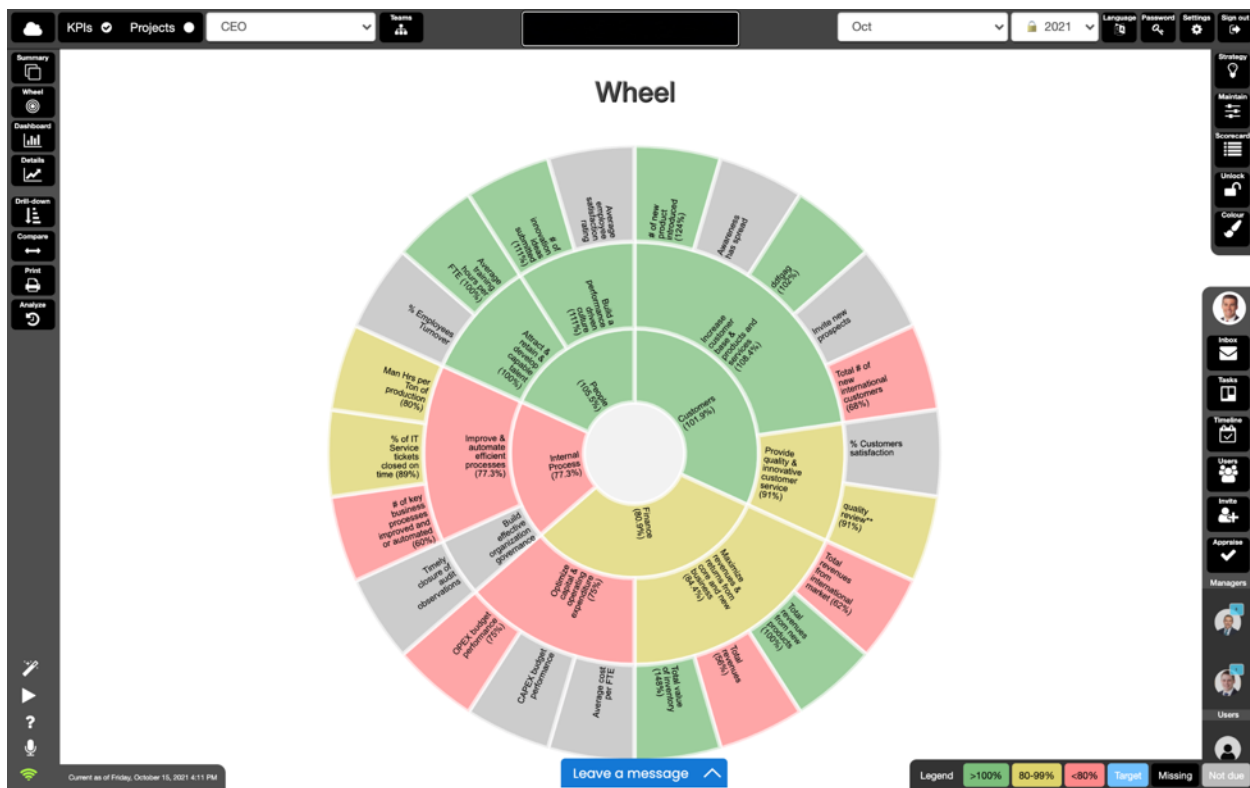
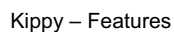
Live dashboards

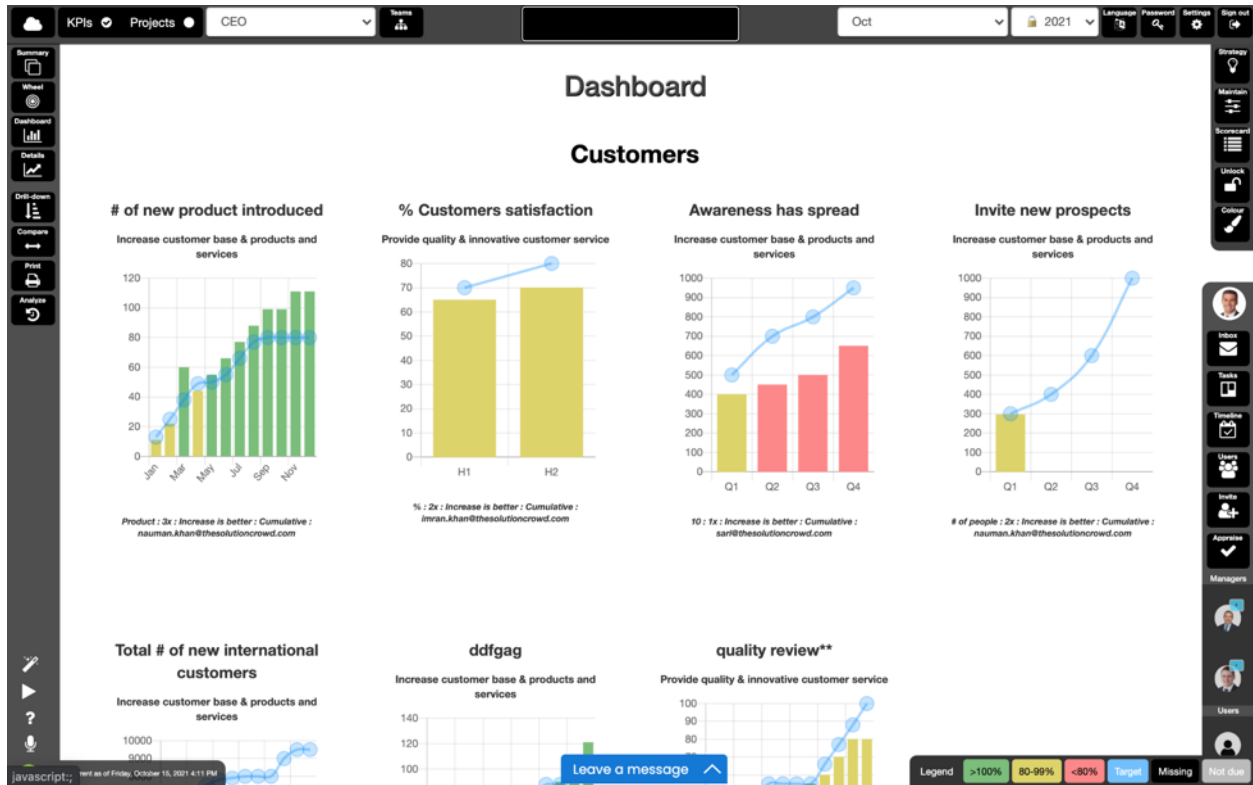
The progress of all this information is used to maintain live dashboards of performance across every dimension, including:

- By corporate performance
- By team
- By shared objective
- By project
- By employee
- And much, much more.









	CEO	Business Support	MENA	Operations	Information Technology	Human Resources	Sales	Ak
Perspective Customers								
Objective Increase customer base & products and services	101.9%		101.5%				53.5%	
Objective Provide quality & innovative customer service	108.4%		101.5%				42.3%	
Objective Provide quality & innovative customer service	91%						87%	
Perspective Finance								
Objective Maximize revenues & returns from core and new business	80.9%	112%	90.3%	106%	100%	120%	83.2%	
Objective Optimize capital & operating expenditure	84.4%							
Objective Optimize capital & operating expenditure	75%	112%	112%	93.5%	100%	120%	100%	
Perspective Internal Process								
Objective Build effective organization governance	77.3%	72%	100%	113%	84.5%	126%	57.6%	
Objective Build effective organization governance				79%			44.3%	
Objective Improve & automate efficient processes	77.3%	72%	100%	130%	84.5%	126%	111%	
Perspective People								
Objective Attract & retain & develop capable talent	105.5%	136.5%	78.5%	108.7%	125%	83.8%	79.7%	
Objective Attract & retain & develop capable talent	100%	73%	75%	125%	125%	75%	75%	
Objective Build a performance driven culture	111%	200%	82%	100.5%	125%	86.7%	82%	



KPIs

Projects

CEO

Teams

Oct

2021

Language

Password

Settings

Sign out

Summary

What's new

Dashboard

Details

Drill-down

Compare

Print

Analyze

Strategy

Maintain

Scorecard

Unlock

Colour

Users

Tasks

Timeline

Invite

Approve

Managers

Users

Detailed Scorecard

Organisation	Team	For Year	For Period	Last refreshed
thesolutioncrowd.com	CEO	2021	Oct	Current as of Friday, October 15, 2021 4:11 PM

Vision	Mission	Values
Honoring our past by creating a future characterized by stimulated growth, development and the incessant practice of excellence in everything we do...	Delivering exceptional value to our customers through the engagement of our talented people, the application of best practice thinking in everything we do, the emphasis on quality and excellence and the focus on delivering superior performance that preserves our future ...	P – Proactive academic and personal integrity effective management operations lifelong learning among students, faculty, staff and the at large community respect for individuals in the community S – Service high quality service and efficiency positive interpersonal relationship among members of the community U – Upbeat academic environment that nurtures excellence in learning, teaching and research professional development and personal growth among members of the community

Perspective	Corporate Objective	KPI Name	Formula	Owner	Weight	Unit	Cumulative	Data source	Direction	Frequency	Target	Actual	Score(%)
Customers	Increase customer base & products and services	# of new product introduced	# of new product introduced (selling)	nauman.khan@thesolutioncrowd.com	3x	Product	Yes	Sales Dept	Increase is better	Monthly	80	99	124%
Customers	Increase customer base & products and services	Awareness has spread		sari@thesolutioncrowd.com	1x	10	Yes		Increase is better	Quarterly			
Customers	Increase customer base & products	ddfagag	Total # of customers with sales =>1 Mill	nauman.khan@thesolutioncrowd.com	1x	Customer	Yes	dfsDept	Increase is better	Monthly	88	90	102%

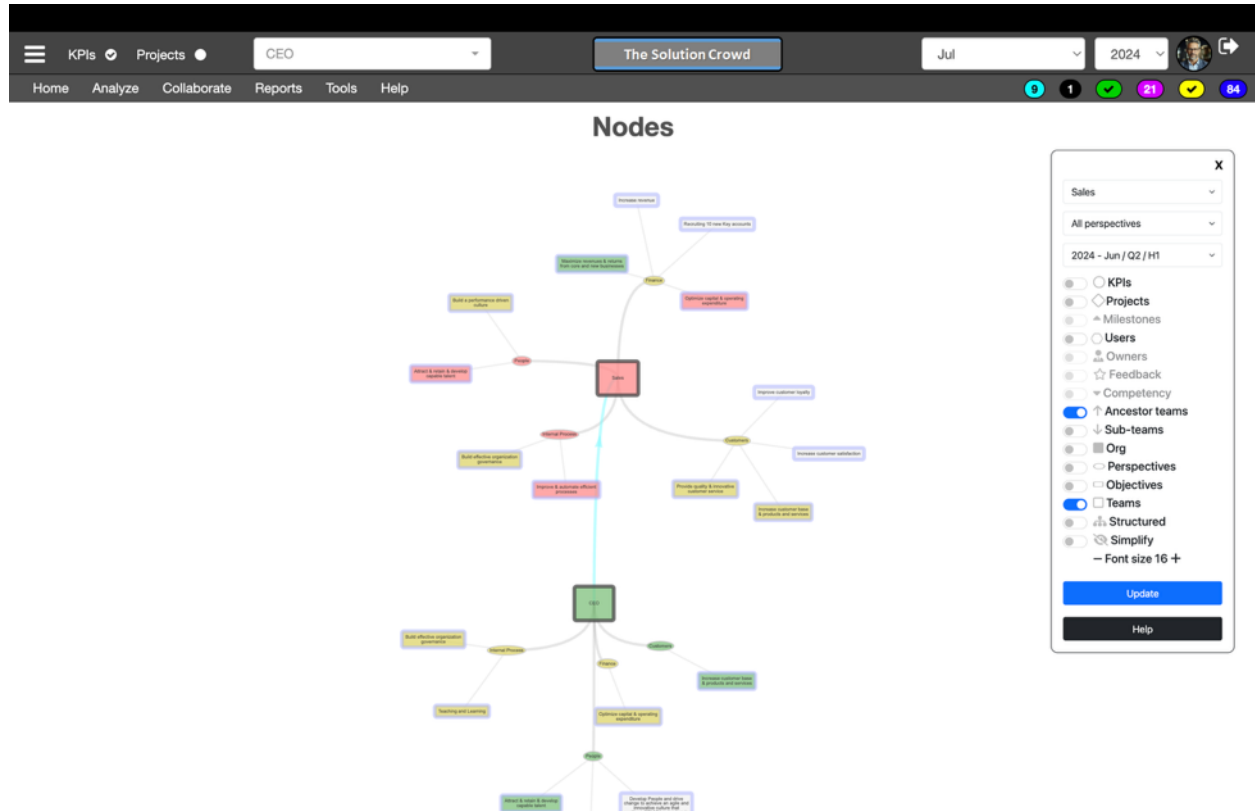
Current as of Friday, October 15, 2021 4:11 PM

Leave a message

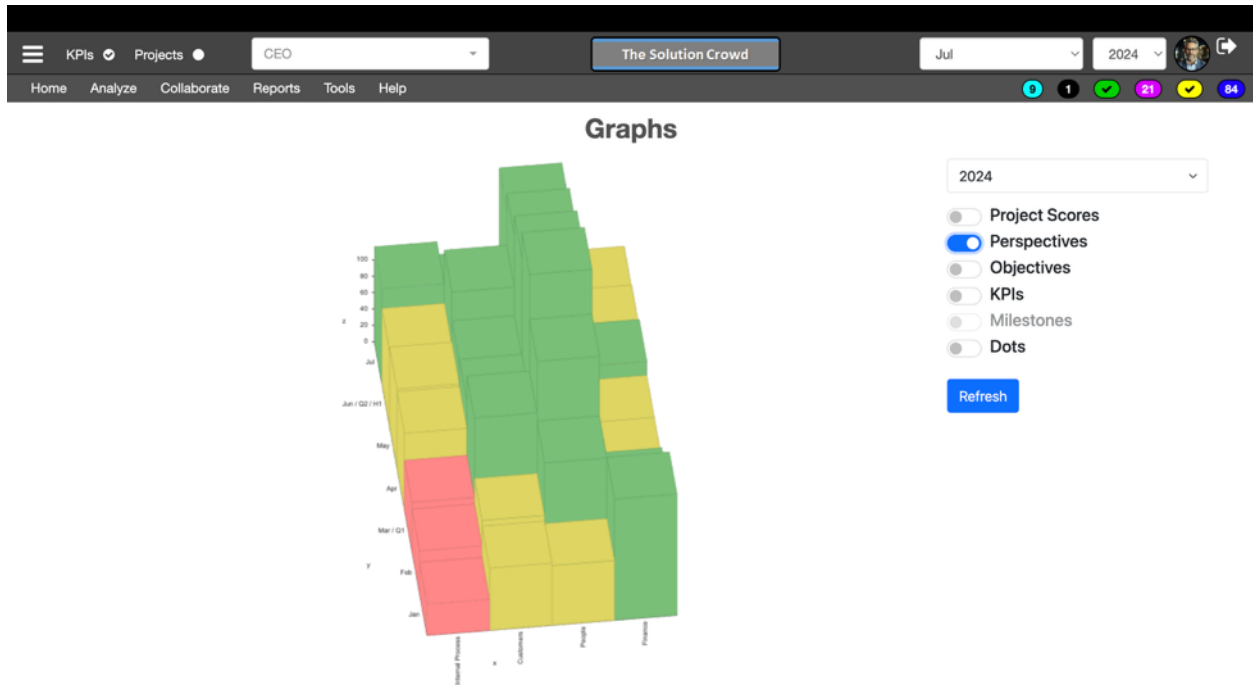
Legend >100% 80-99% <80% Target Missing Not due

Analyze

You can analyze your data by different dimensions.



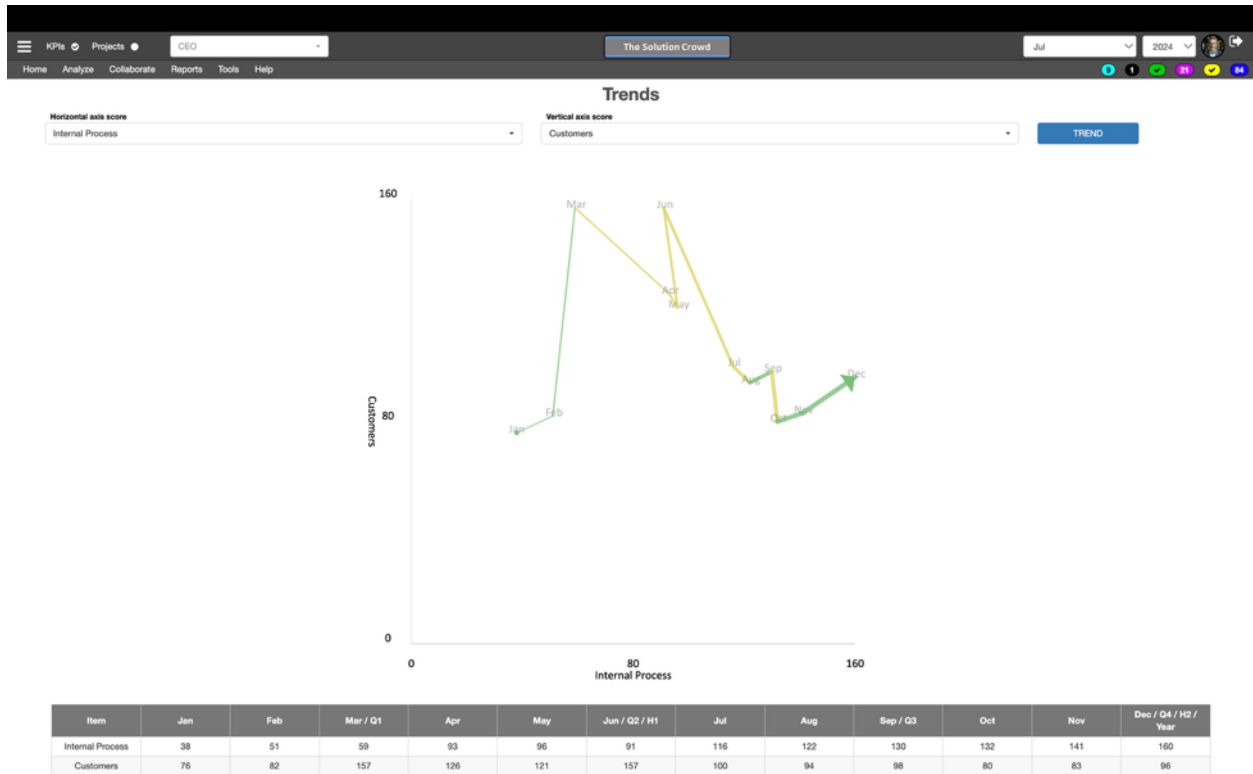
Interact, filter, drill-down and animate the nodes using your mouse. Hover over the filters to learn more.



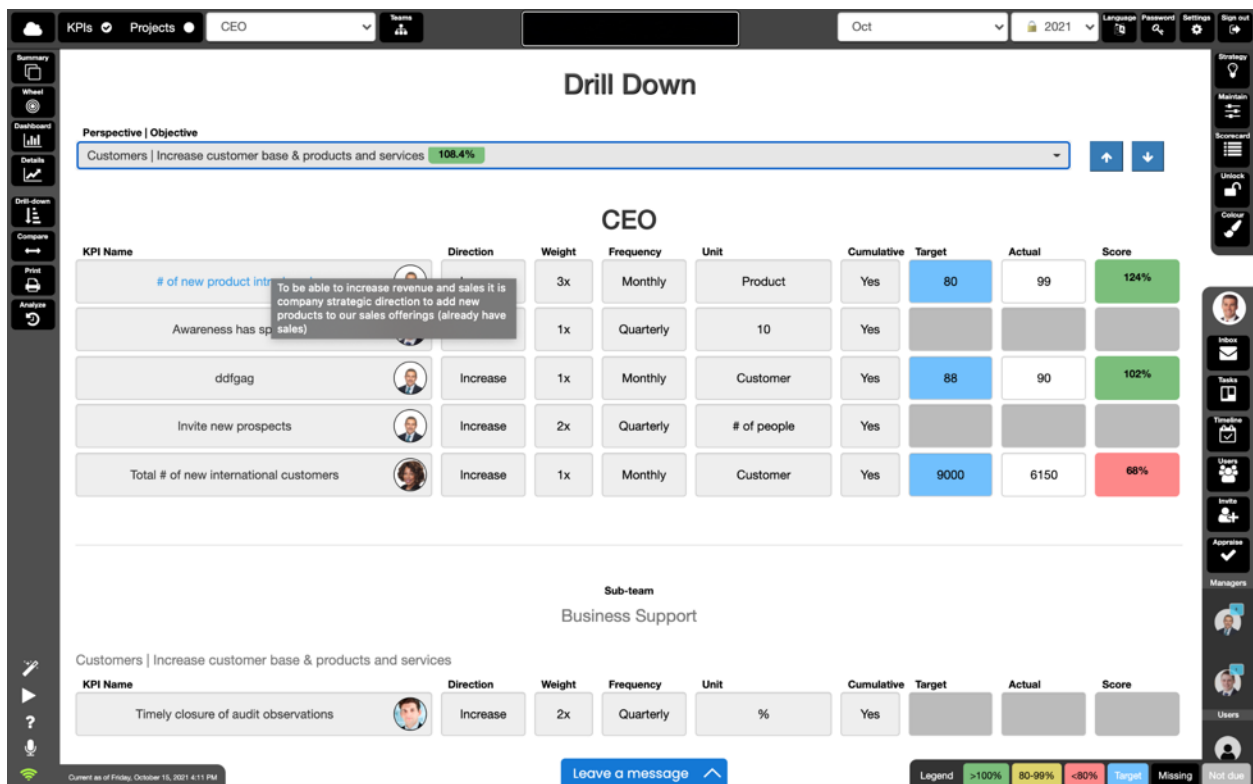
Drag with your mouse to change the perspective. Hover over the filters to learn more.



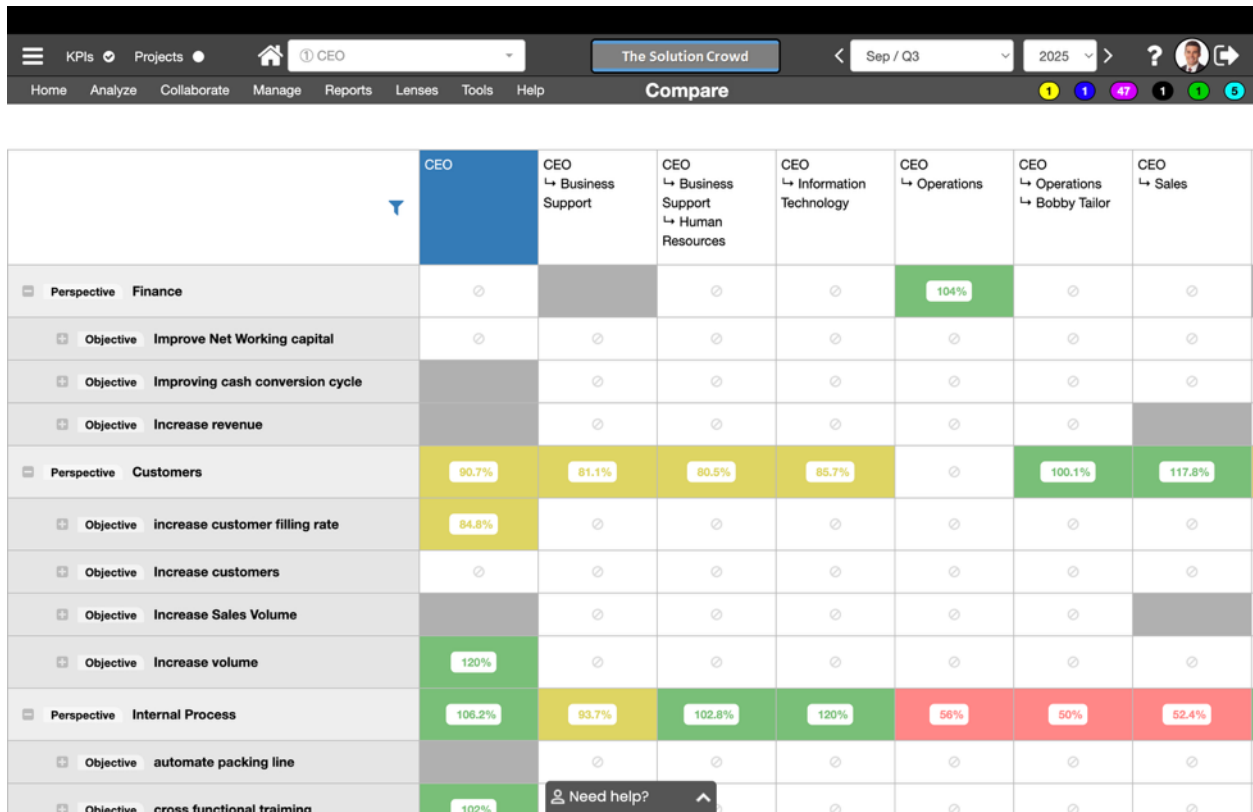
Kippy – Features



Compare how two items are trending over the year.



Check performance of your objective, by the vertical alignment of sub-objectives down the organisation.



	CEO	CEO ↳ Business Support	CEO ↳ Business Support ↳ Human Resources	CEO ↳ Information Technology	CEO ↳ Operations	CEO ↳ Operations ↳ Bobby Taylor	CEO ↳ Sales
Perspective Finance					104%		
Objective Improve Net Working capital							
Objective Improving cash conversion cycle							
Objective Increase revenue							
Perspective Customers	90.7%	81.1%	80.5%	85.7%		100.1%	117.8%
Objective increase customer filling rate	84.8%						
Objective Increase customers							
Objective Increase Sales Volume							
Objective Increase volume	120%						
Perspective Internal Process	106.2%	93.7%	102.8%	120%	56%	50%	52.4%
Objective automate packing line							
Objective cross functional training	102%						

Check the performance of your perspectives, objectives and KPIs horizontally across your organisation – filtering out columns on demand.



Kippy – Features

☰

KPIs

Projects

Home

CEO

The Solution Crowd

< Sep / Q3 2025 >

?

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Home

Analyze

Collaborate

Manage

Reports

Lenses

Tools

Help

Compare

1

1

47

1

1

5

	CEO	CEO ↳ Business Support	CEO ↳ Business Support ↳ Human Resources	CEO ↳ Information Technology	CEO ↳ Operations	CEO ↳ Operations ↳ Bobby Tailor	CEO ↳ Sales
☰ Perspective Finance	🔍						
🔍 Objective Improve Net Working capital	🔍						
🔍 Objective Improving cash conversion cycle							
🔍 Objective Increase revenue							
☰ Perspective Customers	90.7%						
🔍 Objective increase customer filling rate	84.8%						
🔍 Objective Increase customers	🔍						
🔍 Objective Increase Sales Volume							
🔍 Objective Increase volume	120%						
☰ Perspective Internal Process	106.2%						
🔍 Objective automate packing line							
🔍 Objective cross functional training	102%						

Filter panel

SHOW ALL

HIDE ALL

SUB-TEAMS

SAME LEVEL

Shown ① CEO

Shown ② CEO → Business Support

Shown ③ CEO → Business Support → Human Resources

Shown ② CEO → Information Technology

Shown ② CEO → Operations

Shown ③ CEO → Operations → Bobby Tailor

Shown ② CEO → Sales

Shown ③ CEO → Sales → MENA

Shown ③ CEO → Sales → UK

③ CEO → Sales → USA

Need help?

⬆

Strategy map

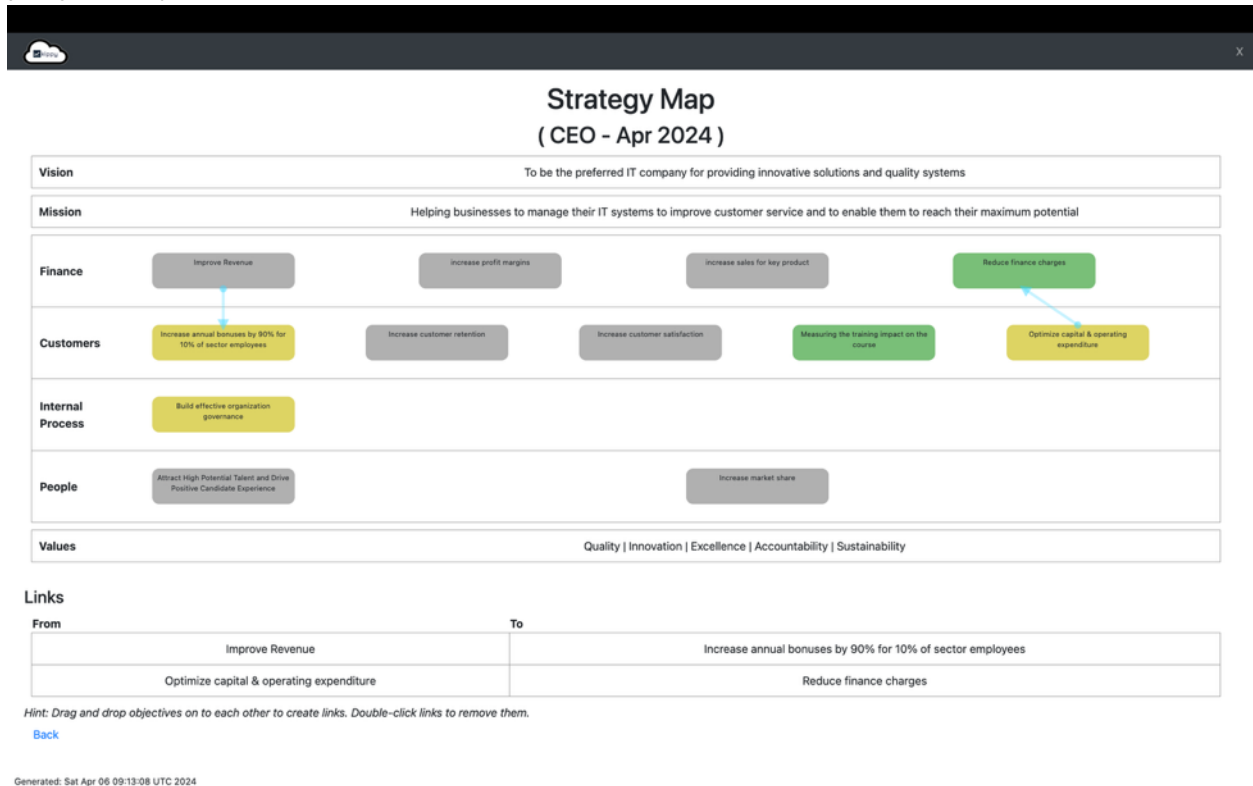
View the org wide strategy on a strategy map.

The strategy map is available for the level 1 team and for any other team.

The strategy map shows the objective scores for the selected period and year.

Links between objectives can be created with a simple drag-and-drop from one objective to another.

Links can also be given descriptions (by turning on objective link descriptions in Tools | Settings | Objectives).





Work list

Quick links to action items for your attention.



In order, they are:

- Appraisals and self-appraisals for your review
- Review actual submissions
- Approve unapproved KPIs/OKRs
- Current period Checkins for your attention
- Previous period Checkins for your attention
- Your outstanding Tasks

Click on links to be taken directly to those screens. Hover to see description of each. The numbers indicate how many. Tick indicates none.

Shift-click on the ‘actuals to review’ and ‘unapproved KPIs’ to be taken to alternative screens.

Individual KPIs

2023 > Aug

Search

User	# KPIs	# Pending	Last submission
Alem Selimovic (alem.selimovic@thesolutioncrowd.com)	27	27	08-Aug-2023
Bobby Blake (bob@thesolutioncrowd.com)	2	1	07-Aug-2023
Joe Mardesrt (joe@thesolutioncrowd.com)	5	5	07-Aug-2023
Owen Turner (owner@thesolutioncrowd.com)	4	4	30-Jun-2023
Hi Jones (hi@thesolutioncrowd.com)	5	5	29-Jun-2023
Mike Bowni (test@thesolutioncrowd.com)	2	2	11-Jan-2023

Close

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Review KPIs

Alem Selimovic (alem.selimovic@thesolutioncrowd.com)

Search

Team	KPI Name	Frequency	Forecast	Actual	Score	Last submission	Approval
MENA	# of customers with sales more than 1 Mill	Monthly	13	9	69	16-May-2023	Approve
UK	# of customers with sales more than 1 Mill	Monthly	17	5	29	11-Jan-2023	Approve
CEO	# of innovation ideas submitted	Monthly	2	5	250	09-Jan-2023	Approve
Business Support	# of innovation ideas submitted	Monthly	30	20	67	09-Jan-2023	Approve
MENA	# of innovation ideas submitted	Monthly	3	8	267	11-Jan-2023	Approve
Information Technology	# of innovation ideas submitted	Monthly	5	5	100	07-Aug-2023	Approve
Human Resources	# of innovation ideas submitted	Monthly	13	15	115	09-Jan-2023	Approve
UK	# of innovation ideas submitted	Monthly	3	4	133	11-Jan-2023	Approve
MENA	# of new product introduced	Monthly	3	3	100	07-Aug-2023	Approve
UK	# of new product introduced	Monthly	3	5	167	11-Jan-2023	Approve
CEO	Capital expenditure ratio	Monthly	6	5	120	14-Jul-2023	Approve
CEO	Customer Acquisition Rate	Monthly	8	7	87	14-Jul-2023	Approve
CEO	Customer Churn Rate	Monthly	8	6	133	14-Jul-2023	Approve
CEO	Customer Lifetime Value (CLV)	Monthly	10000	9744	97	14-Jul-2023	Approve

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Approve Draft KPIs

Search

Approval	Edit	Delete	Team	Perspective Name	Objective Name	KPI Name	Frequency	Owner	Unit	Weight	Direction	Cumulative	Description	Formula	Data Source
Approve	Edit	Delete	KSA	Customers	Increase customer base & products and services	# of customers with sales more than 1 Mill	Monthly		Customer	2x	Increase is better	Yes	Includes all 1 Mill customers within the measured period. Sales are cumulative within one calendar year.	Total # of customers with sales =>1 Mill	Sales Dept
Approve	Edit	Delete	Ake Simmons	Customers	Increase customer base & products and services	# of customers with sales more than 1 Mill	Monthly			1x	Increase is better	Yes			
Approve	Edit	Delete	KSA	People	Build a performance driven culture	# of innovation ideas submitted	Monthly		Idea	1x	Increase is better	Yes	To track (as a start) number of ideas submitted through Company innovation program at all levels	Total # of innovation ideas submitted & accepted	HR Dept.
Approve	Edit	Delete	KSA	Internal Process	Improve & automate efficient processes	# of key business processes improved and or automated	Monthly		Bus. Process	1x	Increase is better	Yes	In order to achieve operational excellence, Company needs to enhance and/or automate existing processes	Total # of business processes improved and/or automated	Quality Dept.

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Quick links

View info by from the lens of the org, person and team (by KPI, KR or project).

Org Lens

[Teams](#) | [Objectives](#) | [Users](#) | [HR report](#) | [Talent report](#) | [Risk report](#) |

Org Report

(Jun 2023)

Level	Parent team	Team name	KPI score	Project score
1		CEO	108.0	-15.0
2	CEO	Sales	144.0	-22.0
2	CEO	Business Support	183.0	-3.0
2	CEO	Operations	166.0	-1.0
2	CEO	Information Technology	1887.0	-27.0
3	Sales	UK	115.0	-23.0
3	Sales	MENA	93.0	-12.0
3	Business Support	Human Resources	82.0	3.0
3	Business Support	Business Support 1		
4	UK	Alex Sanchez	200.0	
4	UK	Ake Simmons	94.0	-40.0
4	UK	Emma Windsor	133.0	-60.0
4	MENA	KSA	108.0	0.0

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Details

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KPI Lens | CEO



| [Annual](#) | [Sub-team KPIs](#) | [Drill-down KPIs](#) | [9-Box](#) |

Annual Team Report (CEO - 2023)

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
People	Build Leadership capacity and increase Team effectiveness	# of employees on sick leave	1x	Owen Turner	Employee	No	Decrease is better	Quarterly	-1 - (-)	-1 - (-)	7 8 (71%)	-1 - (-)	-1 - (-)	-1 6 (-)	-1 - (-)	-1 7 (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 8 (-)
People	Improve HR Infrastructure and Policy Capacity	# of innovation ideas submitted	1x	Alem Selimovic	Idea	Yes	Increase is better	Monthly	5 1 (500%)	5 1 (500%)	5 1 (500%)	5 1 (500%)	5 2 (250%)	5 2 (250%)	5 2 (250%)	5 2 (250%)	6 5 (120%)	6 5 (120%)	6 5 (120%)	15 9 (167%)
Internal Process	Improve & automate efficient processes	# of key business processes improved and/or automated	1x	Imran Khan	Bus. Process	Yes	Increase is better	Monthly	-1 1 (-)	-1 2 (-)	1 3 (33%)	1 5 (20%)	1 5 (20%)	-1 5 (-)	2 6 (33%)	2 6 (33%)	2 6 (33%)	-1 6 (-)	3 8 (37%)	3 10 (30%)
Finance	Improve Working Capital	# of new product introduced	3x	Nauman Khan	Product	Yes	Increase is better	Monthly	3 1 (300%)	1 1 (100%)	1 1 (100%)	2 1 (200%)	4 2 (200%)	2 2 (100%)	2 2 (100%)	2 2 (100%)	2 3 (67%)	2 3 (67%)	3 3 (100%)	4 3 (133%)
People	Improve HR Infrastructure and Policy Capacity	# projects started	2x	Mike Bowni	Unit	Yes	Increase is better	Monthly	1 5 (20%)	1 5 (20%)	1 5 (20%)	2 8 (25%)	3 8 (37%)	3 8 (37%)	3 9 (33%)	5 9 (56%)	5 9 (56%)	5 10 (50%)	9 10 (90%)	10 10 (100%)
Customers	Provide quality & innovative customer service	% Customers satisfaction	2x	Imran Khan	%	Yes	Increase is better	Semi-annual	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	60 70 (86%)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	90 85 (100%)
People	Build Leadership capacity and increase Team effectiveness	% Employees Turnover	1x	Imran Khan	%	Yes	Decrease is better	Semi-annual	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	5 15 (300%)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	16 15 (100%)
Internal Process	Improve & automate efficient processes	% of IT Service tickets closed on time	1x	Imran Khan	%	Yes	Increase is better	Monthly	30 90 (33%)	40 90 (44%)	50 90 (56%)	60 90 (67%)	60 90 (67%)	60 90 (67%)	60 95 (63%)	60 95 (63%)	60 95 (63%)	70 95 (74%)	-1 95 (-)	100 95 (105%)
Finance	Improve Working Capital	% of customer left	2x	Nauman Khan		Yes	Decrease is better	Monthly	-1 11 (-)	11 15 (136%)	11 16 (145%)	11 17 (155%)	40 18 (45%)	12 20 (167%)	16 30 (187%)	16 31 (194%)	16 32 (200%)	18 33 (183%)	19 35 (184%)	20 35 (175%)
Customers	Optimize capital & operating expenditure	Average cost per FTE	1x	Alem Selimovic	Mill. USD	Yes	Decrease is better	Yearly	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	1.79 2.5 (140%)
People	Improve HR Infrastructure and Policy Capacity	Average employee satisfaction rating	1x	Alem Selimovic	%	No	Increase is better	Yearly	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	65 75 (87%)
People	Build Leadership capacity and increase Team effectiveness	Average training hours per FTE	1x	Imran Khan	Hour	Yes	Increase is better	Monthly	5 5 (100%)	5 5 (100%)	5 5 (100%)	-1 10 (-)	5 10 (50%)	6 10 (60%)	6 10 (60%)	6 10 (60%)	6 15 (40%)	8 15 (53%)	10 15 (67%)	10 15 (67%)
Finance	Improve Working Capital	Awareness has spread	1x	Sari Kana	new prospects	Yes	Increase is better	Quarterly	-1 - (-)	-1 - (-)	60 80 (75%)	-1 - (-)	-1 - (-)	65 90 (72%)	-1 - (-)	-1 - (-)	70 95 (74%)	-1 - (-)	-1 - (-)	75 100 (75%)
Customers	Optimize capital & operating expenditure	CAPEX budget performance	2x	Alem Selimovic	%	Yes	Decrease is better	Quarterly	-1 - (-)	-1 - (-)	60 95 (158%)	-1 - (-)	-1 - (-)	70 95 (136%)	-1 - (-)	-1 - (-)	80 95 (119%)	-1 - (-)	-1 - (-)	120 100 (83%)
Finance	Improve Working Capital	Customer churn	1x	Owen Turner	000's	Yes	Increase is better	Yearly	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	-1 - (-)	25 15 (167%)

Staff Lens | Nauman Khan (nauman.khan@thesolutioncrowd.com)



| [Acknowledge](#) | [KPIs](#) | [Annual](#) | [9Box](#) | [Review KPIs](#) |

Review KPIs

Nauman Khan (nauman.khan@thesolutioncrowd.com)

Team	KPI Name	Frequency	Forecast	Actual	Score	Last submission	Approval
CEO	# of new product introduced	Monthly	2	2	100	14-May-2023	Approve
CEO	% of customer left	Monthly	20	12	167	17-Feb-2023	Not needed
CEO	Invite new prospects	Quarterly	5	5	100	07-Jun-2023	Not needed
CEO	Quality review	Monthly	1	2	200	08-Jun-2023	Not needed
Sales	Timely closure of audit observations	Monthly	1	2	200	11-Jun-2023	Not needed
CEO	Total # of customers	Monthly	200	26	13	11-Jun-2023	Not needed
Sales	Total revenues	Monthly	20	66	330	11-Jan-2023	Approve

Sub-team Report
(CEO - 2023)

Projects and milestones

Engagement Framework																			
Perspective	Objective	Project Name	Weight	Project Manager	Project sponsor	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
People	Improve HR Infrastructure and Policy Capacity	Engagement Framework	2x	Imran Khan	Nauman Khan	12-Jan-2019	11-Dec-2020	5 / 8 (-3)	18 / 18 (0)	28 / 20 (8)	33 / 38 (-5)	34 / 40 (-6)	35 / 67 (-32)	84 / 73 (-19)	70 / 80 (-10)	77 / 87 (-10)	85 / 93 (-8)	95 / 97 (-2)	100 / 100 (0)
Milestone Name		Weight	Milestone owner	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Develop and endorse the engagement action plan		1x	Alem Selimovic	22-Feb-2019	29-Apr-2020	5 / 0 (5)	16 / 10 (5)	70 / 20 (50)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)
Follow up and modify accordingly		2x	Alem Selimovic	06-Jun-2019	13-Dec-2020	0 / 0 (0)	0 / 0 (0)	0 / 0 (0)	0 / 0 (0)	0 / 0 (-50)	0 / 50 (-35)	25 / 60 (-35)	50 / 70 (-20)	60 / 80 (-20)	70 / 90 (-20)	90 / 95 (-5)	100 / 100 (0)		
Implement the action plan		1x	Imran Khan	29-Apr-2019	06-Nov-2020	0 / 0 (0)	0 / 0 (0)	0 / 0 (0)	0 / 30 (-30)	5 / 40 (-35)	10 / 50 (-40)	50 / 60 (-10)	70 / 70 (0)	80 / 80 (0)	100 / 90 (10)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)
Review requirements for the action plan		1x	Imran Khan	15-Jan-2019	22-Feb-2020	25 / 60 (-35)	90 / 100 (-10)	95 / 100 (-5)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)

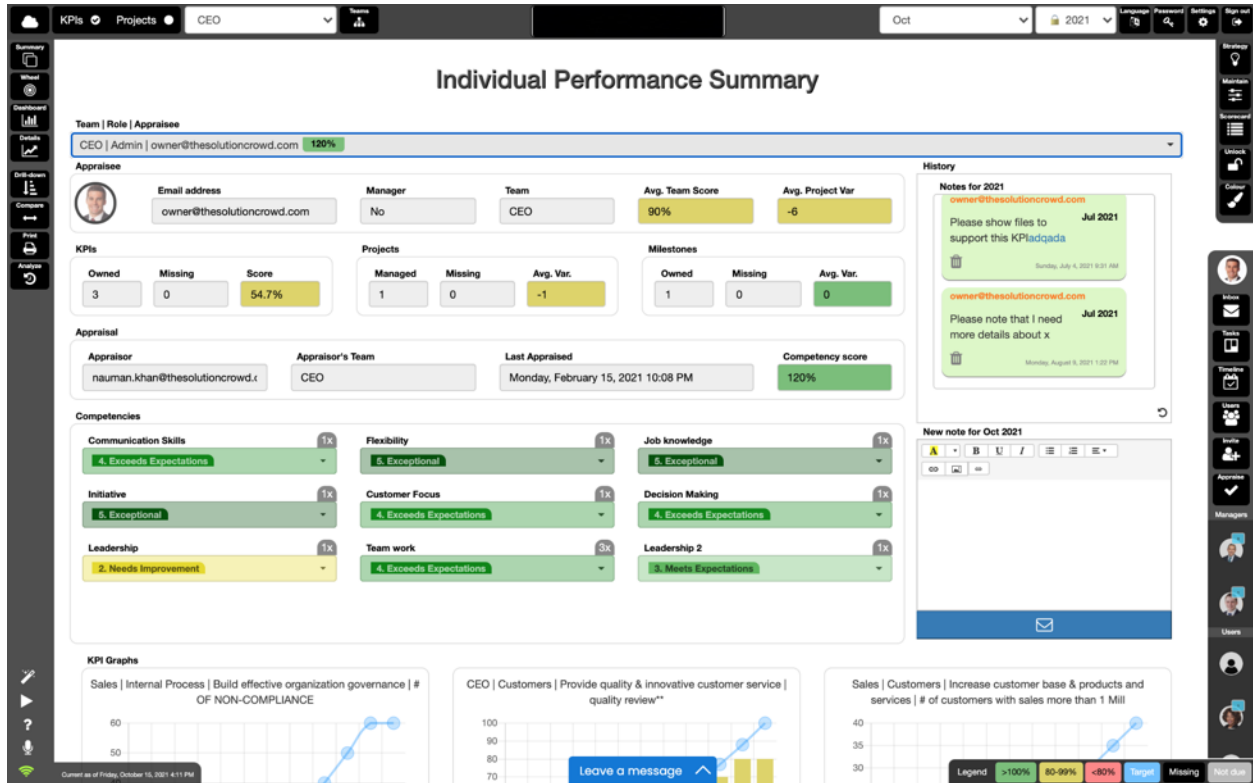
Expansion International Action Plan																			
Perspective	Objective	Project Name	Weight	Project Manager	Project sponsor	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Finance	Improve Working Capital	Expansion International Action Plan	1x	Imran Khan	Nauman Khan	12-Jan-2019	09-Dec-2020	1 / 1 (0)	1 / 1 (0)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)
Milestone Name			Weight	Milestone owner		Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Explore stockist in europe and africa			3x	Nauman Khan		29-Apr-2019	06-Nov-2020	1 / 1 (0)	1 / 1 (0)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)	2 / 1 (1)

Human Capital Development																			
Perspective	Objective	Project Name	Weight	Project Manager	Project sponsor	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
People	Build Leadership capacity and increase Team effectiveness	Human Capital Development	1x	Alem Selimovic	Nauman Khan	12-Jan-2019	12-Oct-2020	8 / 13 (-5)	26 / 28 (-2)	33 / 31 (2)	36 / 44 (-8)	59 / 53 (6)	68 / 66 (2)	85 / 81 (4)	93 / 85 (8)	100 / 89 (11)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)
Milestone Name	Weight	Milestone owner	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Review and endorse the HR action plan	3x	Imran Khan	29-Apr-2019	06-Nov-2020	25 / 50 (-25)	90 / 100 (-10)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)	100 / 100 (0)

See Quick Links video for full demo of all screens.

Staff performance

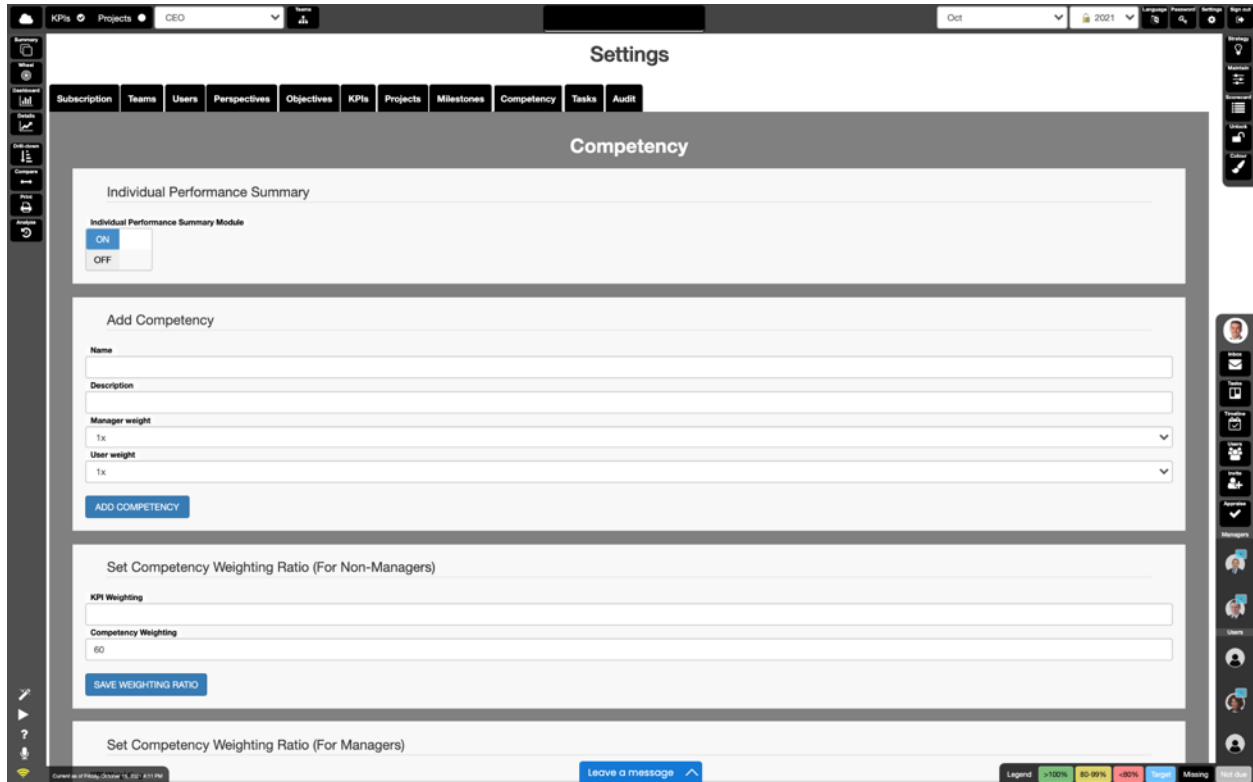
The individual performance summary of each employee shows the live calculated performance score of that employee, in relation to their weighted score based on their forecast and actuals, for all individual and team KPI and milestones they are responsible for.



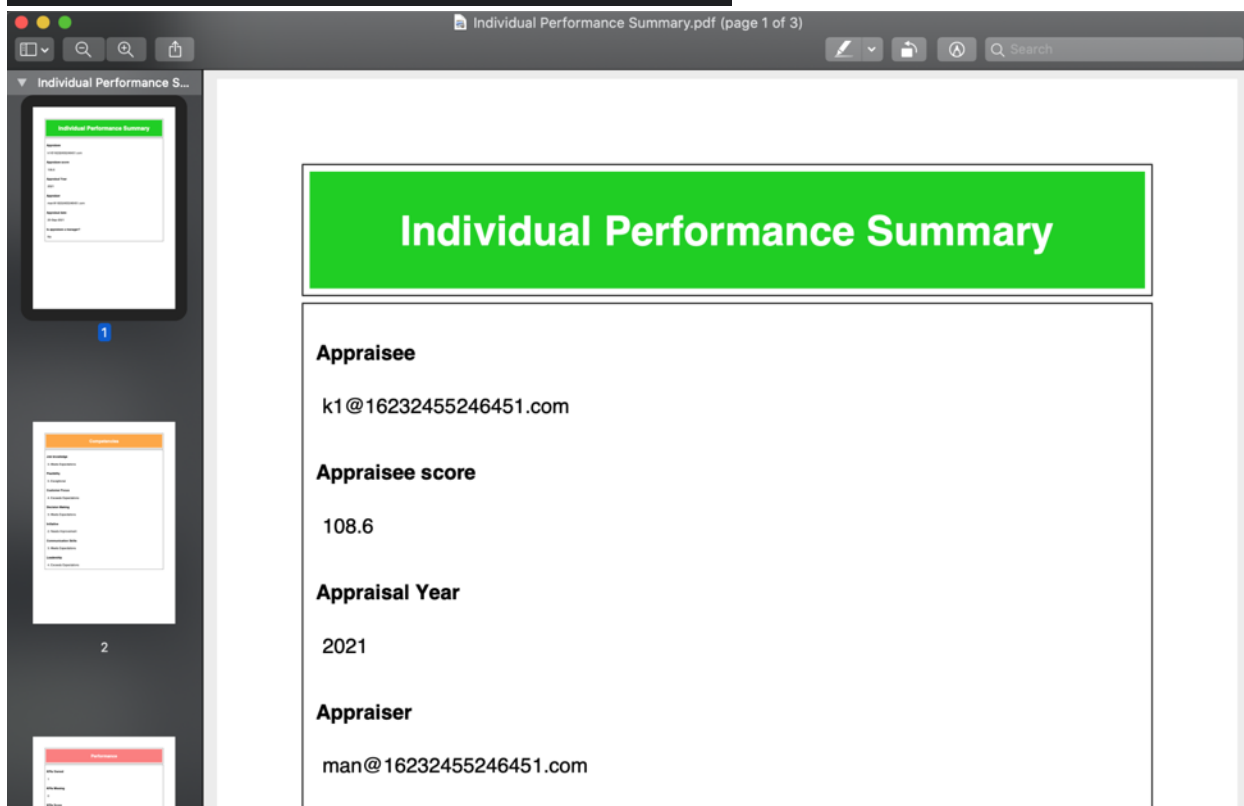
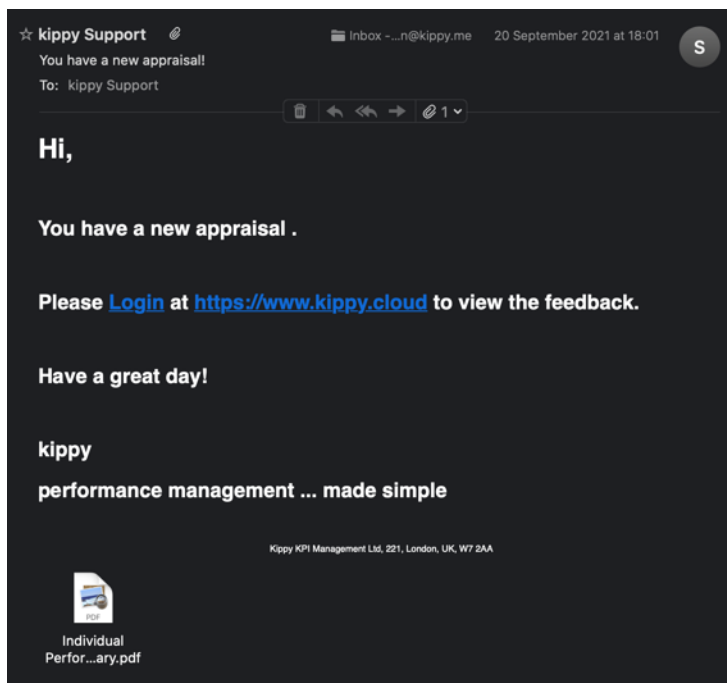
Staff appraisals

Managers can then appraise employees based on competencies. Please note:

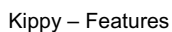
- The competencies are weighted, defined and customized by administrators per the employee's role.
- Appraisals can be performed on a monthly and/or year-to-date basis (for non-cumulative KPIs)



- The manager's appraisal automatically creates an appraisal report which is automatically sent to the employee.



- The employee can then interact with the manager to discuss, create IDPs and if necessary escalate.

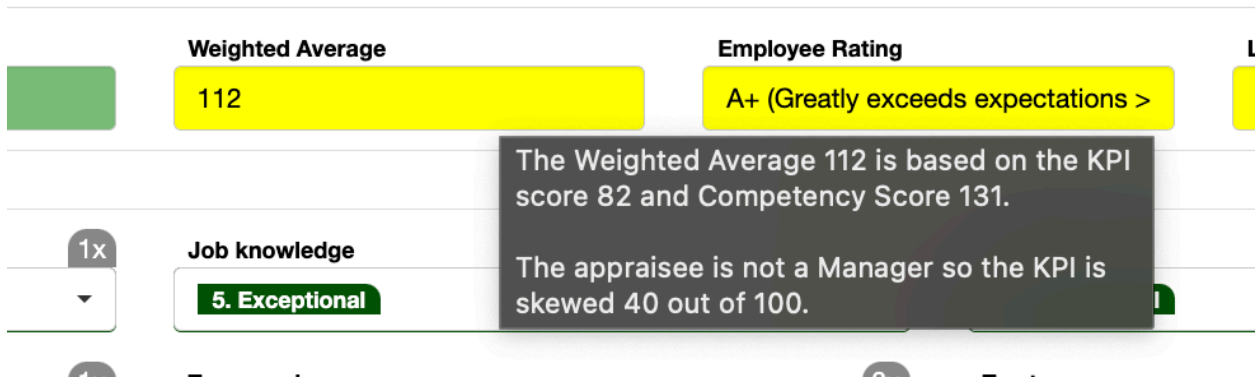


- The appraisal generates an average employee score and rating for the employee based on the weighted average of the performance score and the competency score.

Team	Role	Appraisee
Team A	Software Engineer	John Doe
Team B	Product Manager	Jane Smith
Team C	Marketing Specialist	Michael Johnson
Team D	Operations Manager	Sarah Williams
Team E	Finance Analyst	David Brown
Team F	Human Resources	Emily Davis
Team G	Quality Assurance	Robert Miller
Team H	Business Development	Lisa Anderson
Team I	Systems Administrator	James Wilson
Team J	Customer Support	Amanda Taylor

Appraisee

Hovering on the weighted average shows how the weighted average was calculated.



Competencies can be expanded to show the description.

Appraisals

Team | Role | Appraisee | Designation | Approved competency score | Approved weighted average

Bobby Tailor | User | Bob Smith | VP | 101.9% | 100

Appraisee

Appraiser
owner@thesolutioncrowd

Appraisee
Bob Smith

Designation
VP

Team
CEO | Operations | Bobby Tailor

Grade
Senior manager

Manager
No

Avg. Team Period Score
89%

Avg. Project Var
0

KPIs

Owned	Missing Actuals	Period Score
5	0	81%

Projects

Managed	Missing	Avg. Var.
1	0	3

Milestones

Owned	Missing	Avg. Var.
2	0	0

Appraisal

Appraiser	YTD KPI Score	Competency Score	Live Weighted Average	Employee Rating	Last Appraised
owner@thesolutioncrowd	116%	101.9%	108	A+ (Greatly exceeds expi	04-Aug-2025 08:25

Competencies

Decision Making

Analyzes and evaluates all appropriate information and alternatives. Makes decisions as events dictate, considering traditional and creative solutions, risks and impact. Demonstrates sound judgment, confidence, open mindedness and strength of conviction reflecting a clear sense of accountability.

5. Exceptional

Job knowledge

Demonstrates proficiency, expertise and understanding of information necessary to perform job well. Is able to acquire and integrate knowledge to accomplish goals. Applies techniques, equipment and experience to perform job well. Takes personal responsibility to increase knowledge and skills.

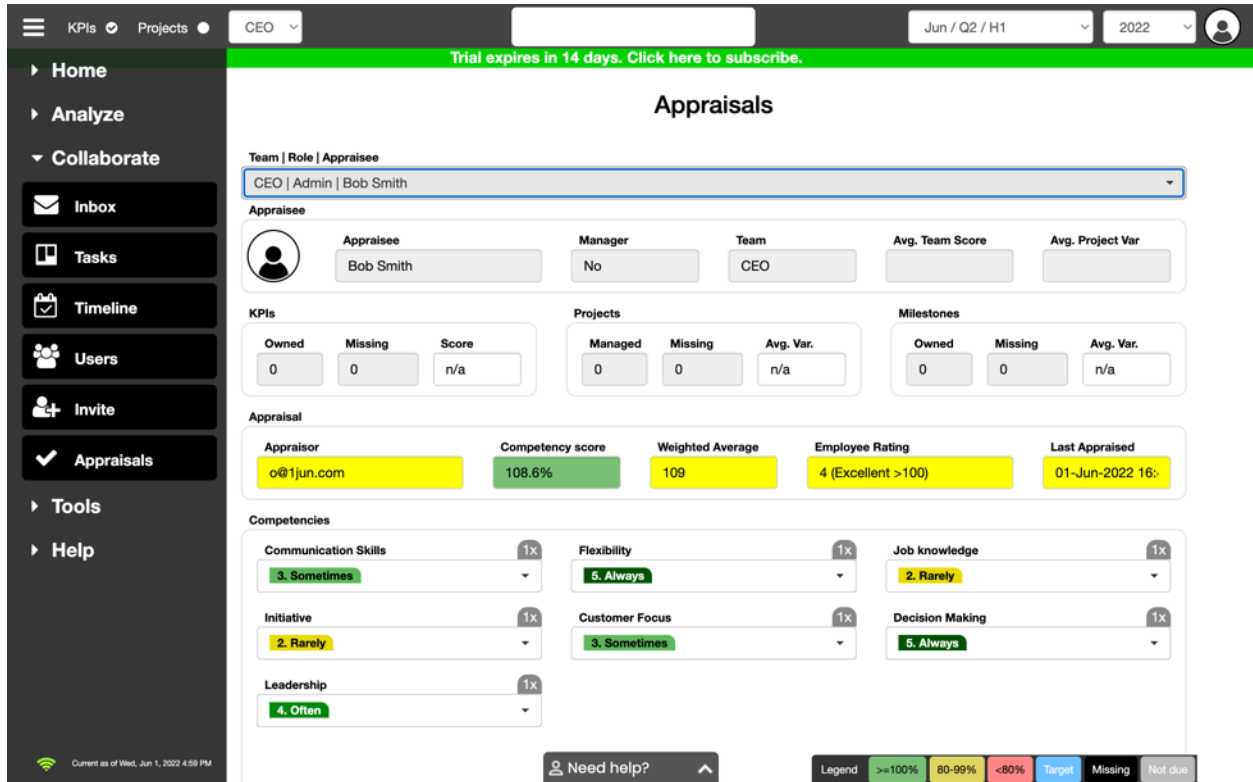
5. Exceptional

Leadership

Need help?

Self appraisals

Employees can also perform self appraisals to indicate how they feel they are performing against the set competencies.

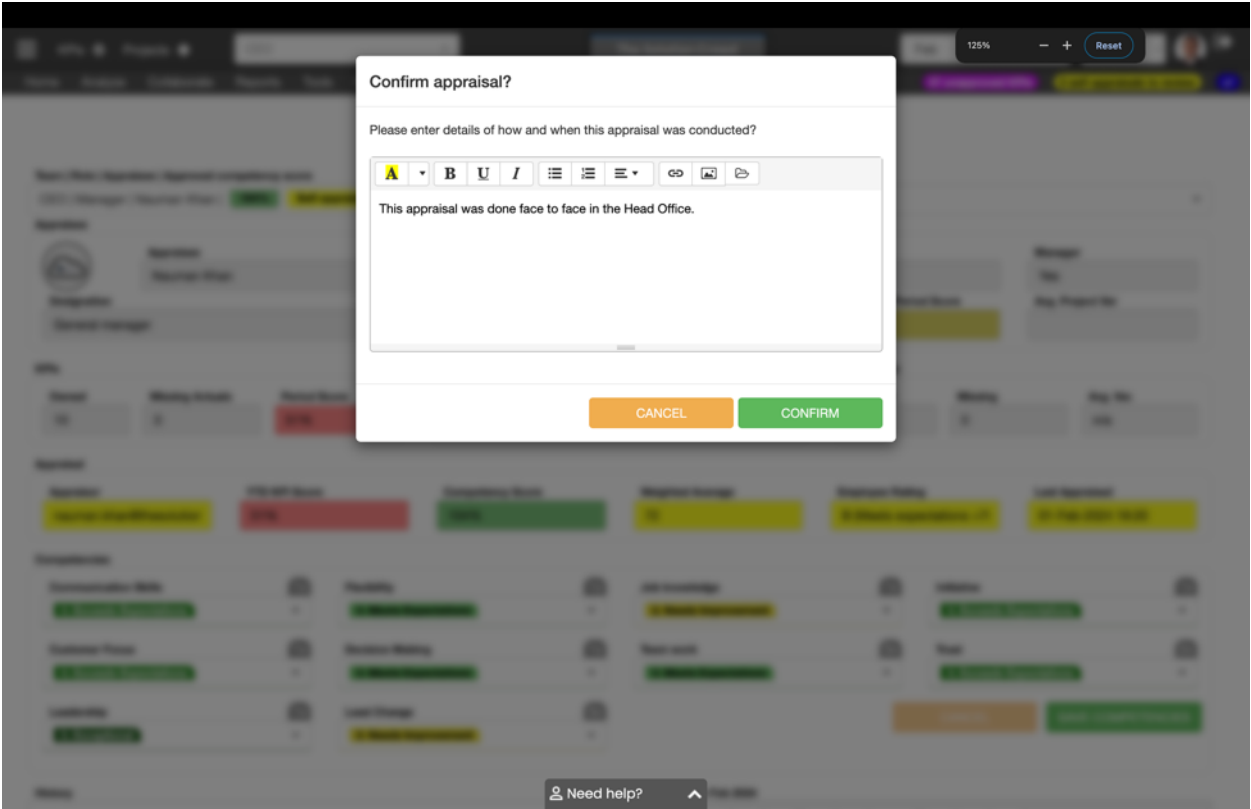


The screenshot shows the Kippy Appraisals interface. At the top, there's a navigation bar with 'KPIs', 'Projects', and 'CEO' selected. A green banner indicates 'Trial expires in 14 days. Click here to subscribe.' The main header is 'Appraisals'. Below it, a dropdown menu shows 'Team | Role | Appraiser' with 'CEO | Admin | Bob Smith' selected. The 'Appraisee' section shows a profile for Bob Smith, Manager 'No', Team 'CEO', Avg. Team Score, and Avg. Project Var. The 'KPIs' section shows 'Owned', 'Missing', and 'Score' (0, 0, n/a). The 'Projects' section shows 'Managed', 'Missing', and 'Avg. Var.' (0, 0, n/a). The 'Milestones' section shows 'Owned', 'Missing', and 'Avg. Var.' (0, 0, n/a). The 'Appraisal' section shows 'Appraiser' (o@1jun.com), 'Competency score' (108.6%), 'Weighted Average' (109), 'Employee Rating' (4 (Excellent >100)), and 'Last Appraised' (01-Jun-2022 16:). The 'Competencies' section shows a grid of competencies with ratings: Communication Skills (3, Sometimes), Flexibility (5, Always), Job knowledge (2, Rarely), Initiative (2, Rarely), Customer Focus (3, Sometimes), Decision Making (5, Always), and Leadership (4, Often). A legend at the bottom right shows color-coded boxes for scores: >=100% (green), 80-99% (yellow), <80% (red), Target (blue), Missing (grey), and Not due (grey).

Self-appraisals are not included in Employee Rating reports until approved by a manager.

All self-appraisals and manager appraisals are visible in an immutable audit log.

Use “Confirm appraisal details” option in settings to ensure additional details must be provided as part of each appraisal.





Employee Ratings

HR Report

This is all available to HR in a live ratings report, showing the current rating of each employee based on their average employee score - in kippy, a microapp or over web APIs.

Employee Rating Report

Employee email	Is manager	KPI score	Competency score	Average score	Weighted average score	Rating
lina@thesolutioncrowd.com	Yes					
alex.sanchez@thesolutioncrowd.com	No	0		0	0	1 (Poor <60)
nesrain@thesolutioncrowd.com	Yes					
ake.simmons@thesolutioncrowd.com	No	50		50	50	1 (Poor <60)
mike@thesolutioncrowd.com	Yes		85	85	85	3 (Good 80-100)
bob@thesolutioncrowd.com	No	60	105	83	87	3 (Good 80-100)
alem.selimovic@thesolutioncrowd.com	Yes	90		90	90	3 (Good 80-100)
imran.khan@thesolutioncrowd.com	Yes	91		91	91	3 (Good 80-100)
owner@thesolutioncrowd.com	No	55	120	87	94	3 (Good 80-100)
hi@thesolutioncrowd.com	No	78	111	94	98	3 (Good 80-100)
sari@thesolutioncrowd.com	Yes	102		102	102	4 (Excellent >100)
nauman.khan@thesolutioncrowd.com	Yes	119		119	119	4 (Excellent >100)
test@thesolutioncrowd.com	No	125		125	125	4 (Excellent >100)
emma.windsor@thesolutioncrowd.com	No	225		225	225	4 (Excellent >100)

Legend: >100% (Green), 80-99% (Yellow), <80% (Red), Target (Blue), Missing (Grey), Not due (Grey)



Employee Rating Report

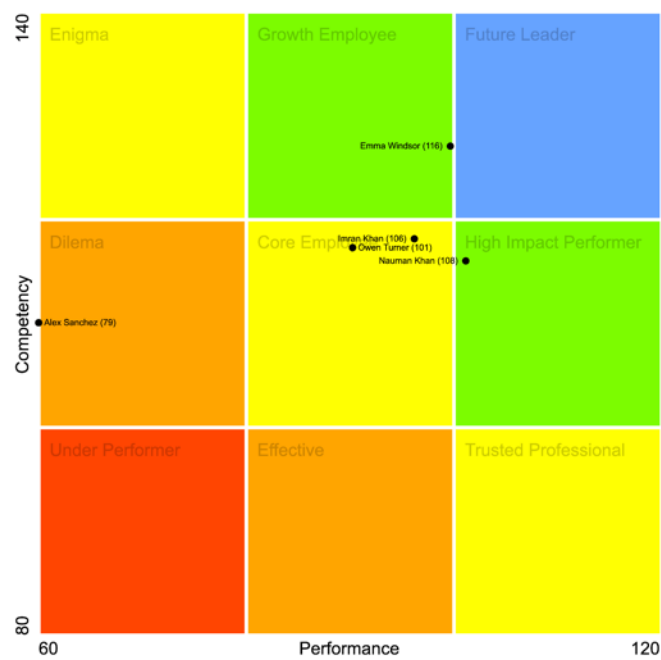
Employee email	Is manager	KPI Score	Comp Score	Avg	Weighted Avg	Rating
lina@thesolutioncrowd.com	Yes					
alex.sanchez@thesolutioncrowd.com	No	0		0	0	1 (Poor <60)
nesrain@thesolutioncrowd.com	Yes					
ake.simmons@thesolutioncrowd.com	No	50		50	50	1 (Poor <60)
mike@thesolutioncrowd.com	Yes		85	85	85	3 (Good 80-100)
bob@thesolutioncrowd.com	No	60	105	83	87	3 (Good 80-100)
alem.selimovic@thesolutioncrowd.com	Yes	90		90	90	3 (Good 80-100)
imran.khan@thesolutioncrowd.com	Yes	91		91	91	3 (Good 80-100)
owner@thesolutioncrowd.com	No	55	120	87	94	3 (Good 80-100)
hi@thesolutioncrowd.com	No	78	111	94	98	3 (Good 80-100)
sari@thesolutioncrowd.com	Yes	102		102	102	4 (Excellent >100)
nauman.khan@thesolutioncrowd.com	Yes	119		119	119	4 (Excellent >100)
test@thesolutioncrowd.com	No	125		125	125	4 (Excellent >100)
emma.windsor@thesolutioncrowd.com	No	225		225	225	4 (Excellent >100)

Generated: Fri Oct 15 15:38:54 UTC 2021

This is also presented in a (configurable and filterable) 9-Box grid microapp.



The 9-Box Grid





 Sign out

The 9-Box Grid (Team Filter)

Period

Jun / Q2 / H1

Year

2023

Team

1: CEO

Tree depth

This team only

Grade

--All grades--

Designation

--All designations--

Back

Search

 Sign out

Emma Windsor	4	Emma Windsor	No	Senior	Business Development	133	74	98	3 (Good 80-100)
Ake Simmons	4	Ake Simmons	No	Junior	Sales rep	94		94	3 (Good 80-100)
Imran Khan	3	UK	Yes	Executive	Acting Operations Senior Manager	113	65	94	3 (Good 80-100)
Mike Bowmi	2	Information Technology	Yes		IT Manager	74	112	89	3 (Good 80-100)
Hi Jones	1	CEO	No	Associate	PA	84	90	87	3 (Good 80-100)
Nesrain Etihad	2	Sales	Yes		Sales Manager	75	83	78	2 (Average 60-80)
Lina Maher	2	Business Support	Yes	Senior manager	Project manager		72	72	2 (Average 60-80)
Business Support 1	3	Business Support 1	No						

Notes

Notes for Nauman Khan

Created by	Created on	Reporting period	Summary
Nauman Khan	11-Jan-2023 22:26	Jan	n

Notes for Bobby Blake

Created by	Created on	Reporting period	Summary
Nauman Khan	03-Jan-2023 15:45	Jan	Your performance has been totally unsatisfactory!
Nauman Khan	04-Jan-2023 14:21	Jan	This appraisal was done face to face. The key outputs were: - work on time keeping - do a udemy course on conflict resolution
Nauman Khan	10-Jan-2023 08:39	Jan	Good improvement. Good chat!

Notes for Owen Turner

Created by	Created on	Reporting period	Summary
Nauman Khan	24-Mar-2023 08:47	Mar	this is a new note

Back

Print

Team Filter

User Filter

Generated: Mon Jun 19 09:54:06 UTC 2023



Competencies

Employee	Communication Skills	Customer Focus	Decision Making	Flexibility	Initiative	Job knowledge	Lead Change	Leadership	Team work	Trust
Bobby Blake										
Hi Jones										
Owen Turner										
Joe Mardest										
TOTAL	7	6	9	9	9	9	4	6	12	11
AVERAGE	1.8	1.5	2.3	2.3	2.3	2.3	1.0	1.5	3.0	2.8

Overview

Employee	Level	Team	Is manager	Grade	Designation	KPI score	Competency score	Weighted Average	Employee rating
Owen Turner	1	CEO	Yes	Executive	Founder	118	77	102	A+ (Greatly exceeds expectations >100)
Hi Jones	1	CEO	No	Associate	PA	98	90	93	A (Exceeds expectations >80)
Bobby Blake	1	CEO	No	Senior manager	VP	118	62	84	A (Exceeds expectations >80)
Nauman Khan	1	CEO	Yes	Executive	General manager	83		83	A (Exceeds expectations >80)
Joe Mardest	1	CEO	No	Senior manager	VP	74	62	67	C (Needs development >60)

Configurable with generic competencies (as above) or Grade-specific competencies (as below)

Competencies

Employee	Automation	Communication Skills	Customer Focus	Decision Making	Flexibility	Initiative	Job knowledge	Leadership	Testing
Usain									
Sue									
Owen									
TOTAL	2	4	6	2	5	9	3	7	4
AVERAGE	2.0	2.0	3.0	1.0	2.5	4.5	1.5	3.5	4.0

Overview

Employee	Level	Team	Is manager	Grade	Designation	KPI score	Competency score	Weighted Average	Employee rating
Usain	2	Production Quality	No	QA Lead	Tester		93	93	3 (Good 80-100)
Owen	1	CEO	Yes	Management		55	109	76	2 (Average 60-80)
Sue	1	CEO	No				73	73	2 (Average 60-80)
Manny	1	CEO	Yes	Management					

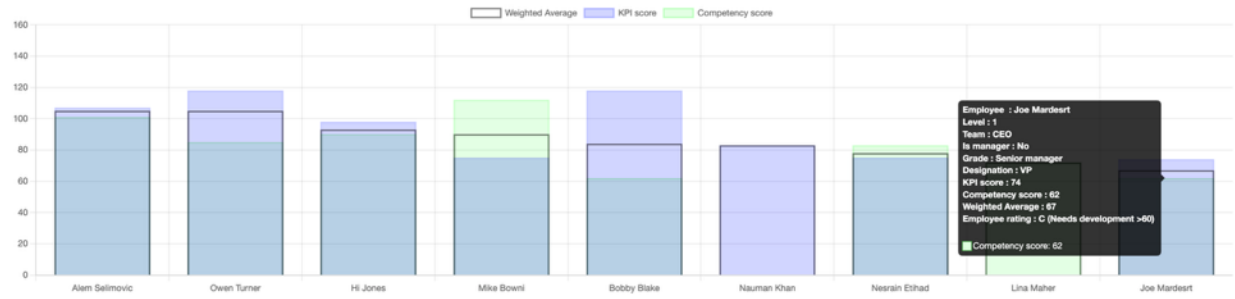
Notes

Interactive graphs also show ordered performance by employees and teams.



Kippy – Features

By employee



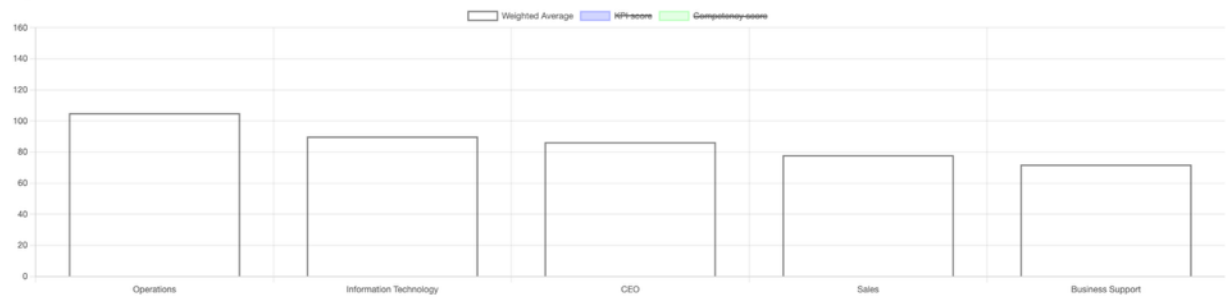
By team

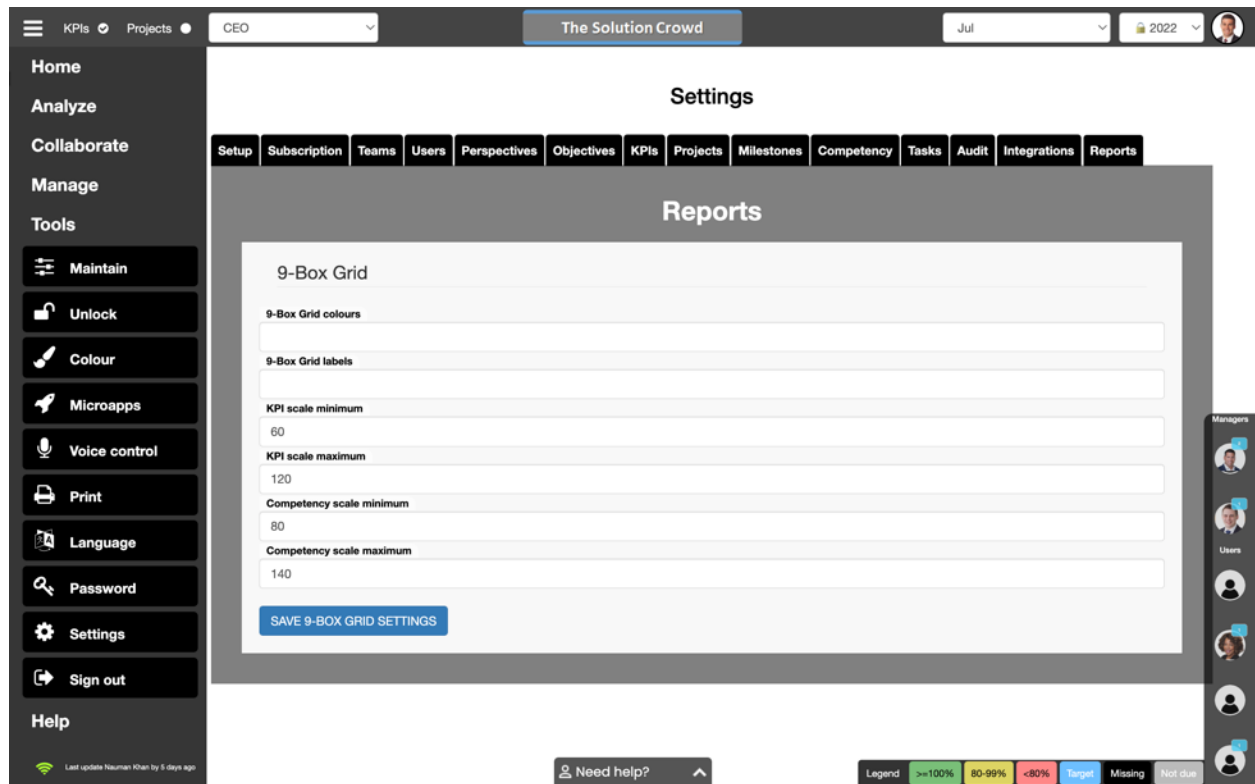


By team



By team





The individual view of the 9-box shows changes over the year and includes a summary of manager feedback.

A report of last appraisals is also available to show the competency score and kpi score for each employee exactly as at the time their last appraisal was performed by their manager.



Sign out

Last appraisals report (Apr 2024)

Employee name	Employee email	Is manager	KPI score	Competency score	Weighted Average	Employee rating	Last appraised by	Last appraised on
Hi Jones	hi@thesolutioncrowd.com	No						
bob	bob@thesolutioncrowd.com	No						
Imran Khan	imran.khan@thesolutioncrowd.com	Yes						
joe	joe@thesolutioncrowd.com	No						
Alem Selimovic	alem.selimovic@thesolutioncrowd.com	Yes						
Alex Sanchez	alex.sanchez@thesolutioncrowd.com	No						
Ake Simmons	ake.simmons@thesolutioncrowd.com	No		n/a			Nauman Khan	07-Jan-2024 18:41
Emma Windsor	emma.windsor@thesolutioncrowd.com	No						
Sari Kana	sari@thesolutioncrowd.com	Yes						
Owen Turner	owner@thesolutioncrowd.com	Yes						
Mike Bowni	test@thesolutioncrowd.com	Yes						
tim	tim@thesolutioncrowd.com	No						
george	george@thesolutioncrowd.com	No						
Salam Halabi	test2@thesolutioncrowd.com	Yes						
Nesrain Etihad	nesrain@thesolutioncrowd.com	Yes						
Mike Lastes	mike@thesolutioncrowd.com	Yes						
Lina Maher	lina@thesolutioncrowd.com	Yes						
Ian Field	ian@thesolutioncrowd.com	No						
Nauman Khan	nauman.khan@thesolutioncrowd.com	Yes	132	104.0	121	A+ (Greatly exceeds expectations >100)	Owen Turner	06-Mar-2024 11:38

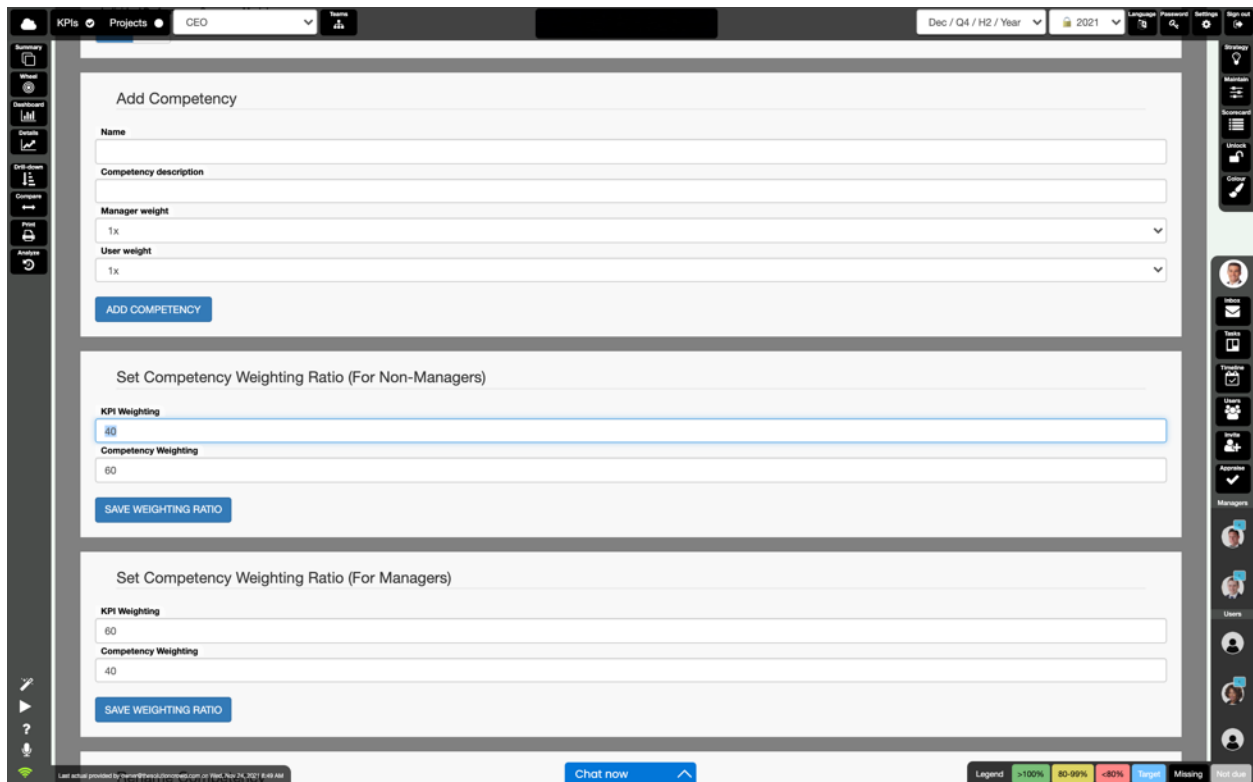
[Back](#) [Print](#) [Download](#)

Last updated: Sat Apr 06 09:18:06 UTC 2024

Competencies, grades and weightings

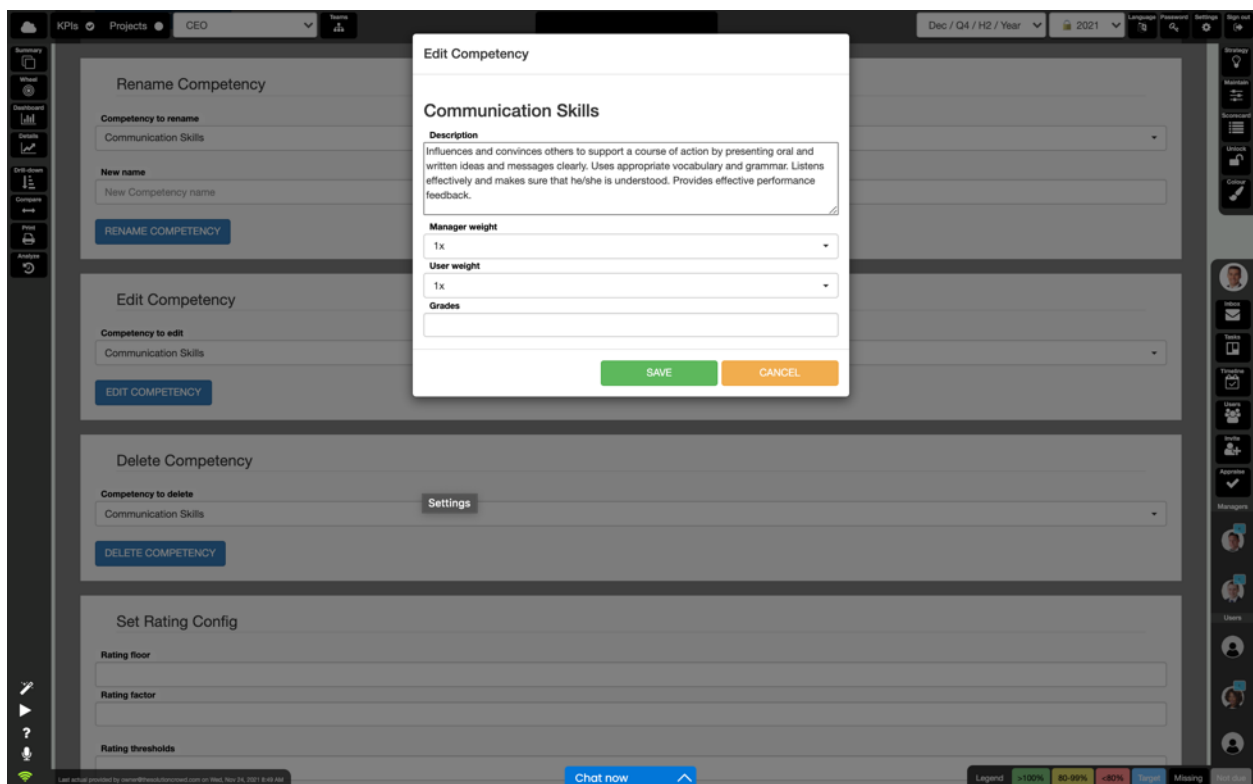
Everything used to appraise and score staff is self-configurable.

Change weightings based on role. Change ratio of competency and KPI score for total score.



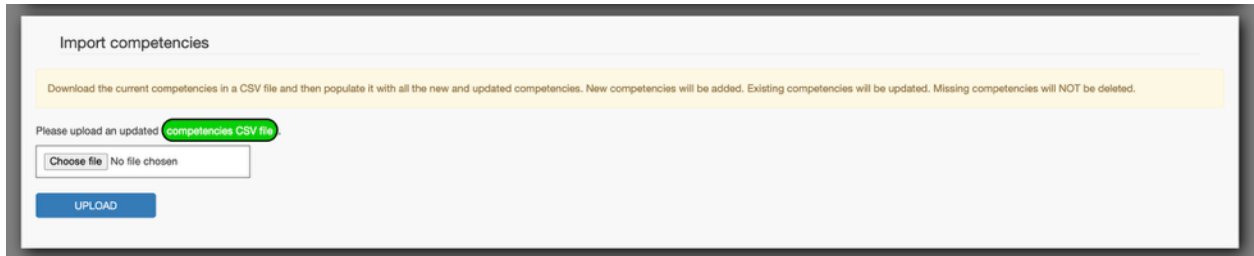
The screenshot shows the 'Add Competency' form in the Kippy application. The form is divided into three main sections: 'Add Competency', 'Set Competency Weighting Ratio (For Non-Managers)', and 'Set Competency Weighting Ratio (For Managers)'. The 'Add Competency' section includes fields for 'Name', 'Competency description', 'Manager weight' (set to 1x), and 'User weight' (set to 1x), with an 'ADD COMPETENCY' button. The 'Set Competency Weighting Ratio (For Non-Managers)' section has 'KPI Weighting' (set to 80) and 'Competency Weighting' (set to 60), with a 'SAVE WEIGHTING RATIO' button. The 'Set Competency Weighting Ratio (For Managers)' section has 'KPI Weighting' (set to 60) and 'Competency Weighting' (set to 40), also with a 'SAVE WEIGHTING RATIO' button. The interface includes a top navigation bar with 'KPIs', 'Projects', and 'CEO' tabs, a right sidebar with user avatars, and a bottom status bar with a 'Chat now' button and a legend.

Add maintain your own set of competencies. Set different competencies for different 'grades' of user.



The screenshot shows the 'Edit Competency' modal in the Kippy application. The modal is titled 'Edit Competency' and contains a 'Communication Skills' competency. It includes a 'Description' field with a detailed text description, 'Manager weight' (set to 1x), 'User weight' (set to 1x), and 'Grades' (set to 1). The modal has 'SAVE' and 'CANCEL' buttons. The background shows the 'Rename Competency', 'Edit Competency', 'Delete Competency', and 'Set Rating Config' sections of the main form, which are dimmed. The interface includes a top navigation bar with 'KPIs', 'Projects', and 'CEO' tabs, a right sidebar with user avatars, and a bottom status bar with a 'Chat now' button and a legend.

Competencies can also be added in bulk.



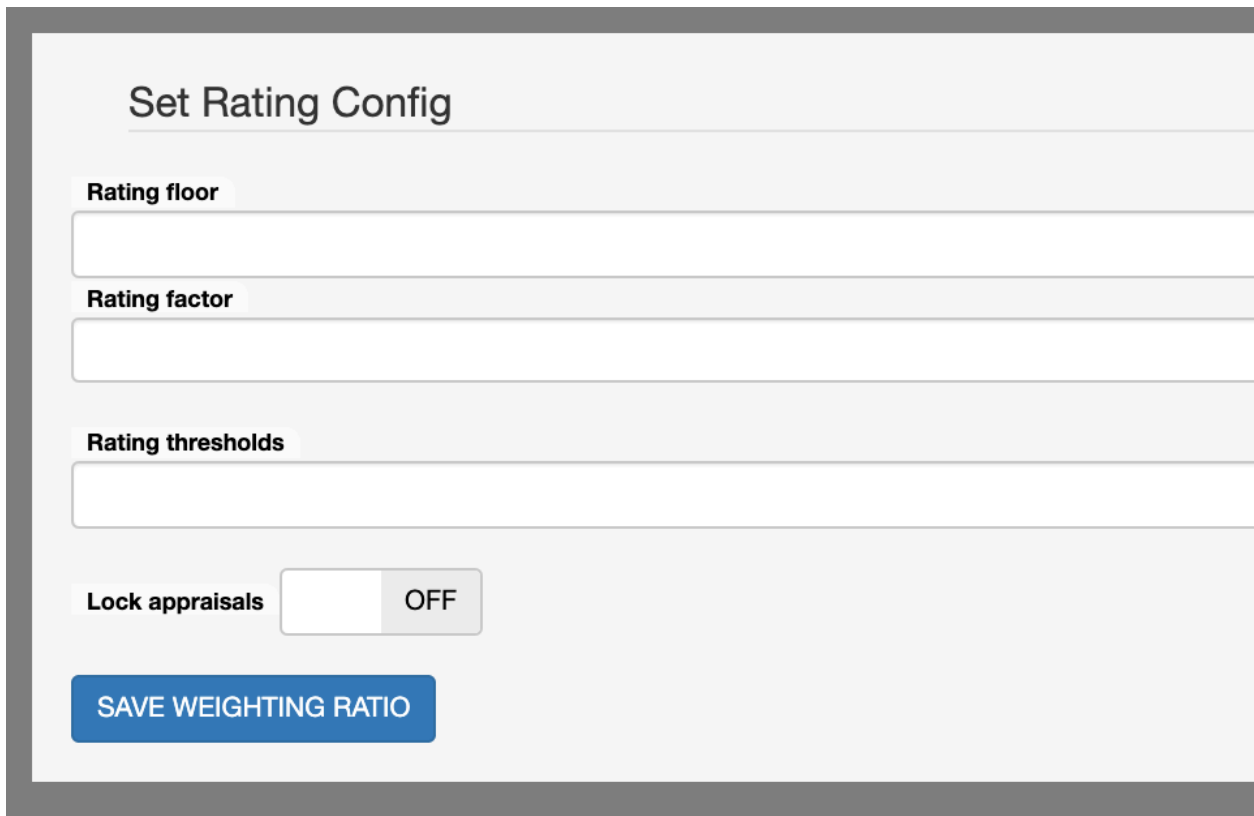
Import competencies

Download the current competencies in a CSV file and then populate it with all the new and updated competencies. New competencies will be added. Existing competencies will be updated. Missing competencies will NOT be deleted.

Please upload an updated **competencies CSV file**

No file chosen

Configure your own formula for how ratings are calculated. Lock appraisals to meet your internal appraisal timeframes.



Set Rating Config

Rating floor

Rating factor

Rating thresholds

Lock appraisals ☐ OFF

Acknowledgements and 360-degree Feedback

Users can leave acknowledgements for other users.





Microapps

Acknowledgements

Please sign in

Sign in

© 2022

Sign out

Select user to acknowledge

Users

bob@exorg.com

manny@exorg.com

nauman@exorg.com

xavier@exorg.com

zaki@exorg.com

Generated: Sun Jan 23 20:08:14 UTC 2022

The acknowledgement and 360-degree feedback can also be left anonymously.



Staff Lens | Nesrain Etihad (nesrain@thesolutioncrowd.com)

X

Acknowledge

Nesrain Etihad (nesrain@thesolutioncrowd.com)

Relation to employee

☐ Manager

☐ Peer

☐ Customer

☒ Direct report

Time spent with employee

☒ Daily

☐ Weekly

☐ Monthly

☐ Occasionally

Anonymous

☐ Show your name

360 feedback criteria

Presentation

★★★★★

Nice slide deck during townhall

Negotiation

★★★★★

Please leave a positive, concise and constructive note ...

Conflict management

★★★★★

Please leave a positive, concise and constructive note ...

Verbal communication

★★★★★

Please leave a positive, concise and constructive note ...

Written communication

★★★★★

Please leave a positive, concise and constructive note ...

Independence

★★★★★

Please leave a positive, concise and constructive note ...

Judgements

★★★★★

Please leave a positive, concise and constructive note ...

Save

The acknowledgement and 360-degree feedback are then available to the recipients and their managers – on the Individual Performance Summary screen.

KPIs Projects Sales Teams

exorg.com

Jan 2022

Logout Feedback Sign out

Summary

Related

Dashboard

Details

Full screen

Compare

Print

Analysis

Refresh

Feedback

Help

Acknowledgements

★★★★ Your insights and instruction are always appreciated. However, I feel that I perform and learn better when you allow me to figure out how to achieve the target on my own. 15 second ago anonymously

★ Sometimes the amount of tasks and responsibilities on my plate feel overwhelming. I would be grateful if you are able to provide any assistance with something I am struggling with. 47 second ago by usain@exorg.com, a direct report who interacts weekly

★★ I was surprised that you found my ideas to be far off base. In order to avoid future misunderstandings about what direction you want me to take, I would like to have more frequent and detailed discussions. 1 minute ago by usain@exorg.com, a direct report who interacts daily

★★★★★ I appreciate all of the coaching and mentoring opportunities you have kindly provided. I want to continue working closely with you to promote my professional growth and career development. 1 minute ago anonymously

★★★★★ Whenever I run into an unforeseen issue I know that I can come to you to discuss it. I hope we can continue to tackle those roadblocks and come up with solutions together. 2 minutes ago anonymously

★★ Great effort to get the project live - but would be great to see the output of any retrospective. 30 minutes ago anonymously

★★★★★ I want to thank you for always showing enthusiasm and being willing to jump in wherever the team needs assistance or guidance. That kind of leadership really helps us to stay motivated. 1 hour ago by usain@exorg.com, a direct report who interacts weekly

KPI Graphs

Sales | People | o3 | k4

Sales | Finance | o2 | k3

Sales | Process | o4 | k5

Sales | Finance | o2 | k2

250

Need help?

Legend >100% 80-99% <80% Target Missing Not due

Messages

Tasks

Timeline

Users

Groups

Accounts

Admins

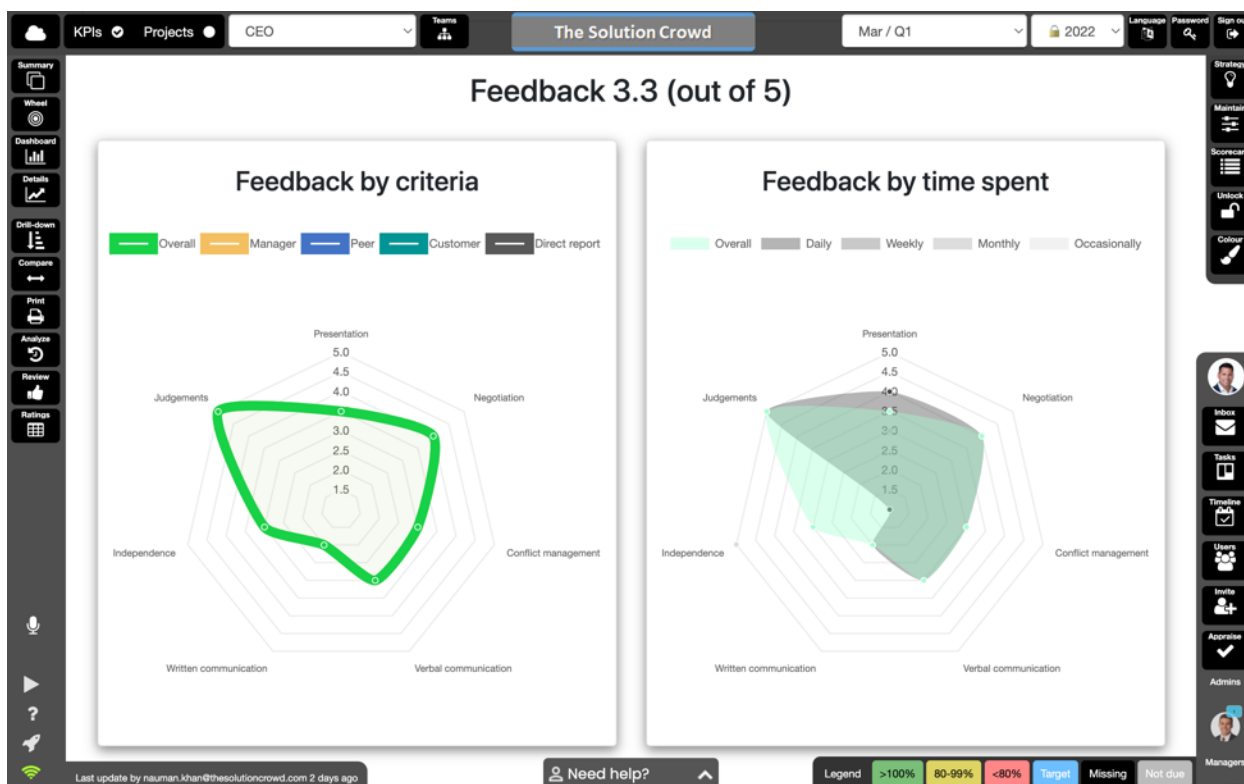


The feedback can also be left via the main kippy app clicking on a user's avatar.

The feedback criteria are configurable in the setting screen.

The screenshot displays the 'Set Rating Config' interface within the Kippy application. The top navigation bar includes 'KPIs', 'Projects', a dropdown for 'CEO', a search bar, and filters for 'Mar / Q1' and '2022'. A left sidebar contains icons for Summary, Wheel, Dashboard, Details, Drill-down, Compare, Print, and Analyze. A right sidebar lists Strategy, Maintain, Scorecard, Unblock, and Colour. The main content area is titled 'Set Rating Config' and features a 'DELETE COMPETENCY' button at the top. Below this, there are input fields for 'Rating floor', 'Rating factor', and 'Rating thresholds'. A 'Lock appraisals' toggle switch is currently set to 'OFF'. A 'SAVE WEIGHTING RATIO' button is positioned below these fields. The second section, '360 feedback criteria', includes a 'Set default 360 feedback criteria' label and a text input field containing 'Presentation, Negotiation, Conflict management, Verbal communication, Written communication, Independence, Judgement'. A 'SAVE DEFAULT 360 FEEDBACK CRITERIA' button is located at the bottom of this section. The bottom status bar shows 'Current as of Mon, Mar 21, 2022 6:39 AM', a 'Need help?' link, and a legend with color-coded boxes for '>100%', '80-99%', '<80%', 'Target', 'Missing', and 'Not due'.

The feedback is summarized in interactive radar graphs per employee.



The average feedback score is also presented on the Employee Rating Report.

Employee Rating Report

Employee name	Employee email	Is manager	Project score	KPI score	Competency score	Weighted average	Employee rating	Feedback (out of 5)
lina@thesolutioncrowd.com	lina@thesolutioncrowd.com	Yes						
mike@thesolutioncrowd.com	mike@thesolutioncrowd.com	Yes						
Alex Sanchez	alex.sanchez@thesolutioncrowd.com	No		0	98	59	1 (Poor <60)	
test@thesolutioncrowd.com	test@thesolutioncrowd.com	No		60		60	2 (Average 60-80)	
ake.simmons@thesolutioncrowd.com	ake.simmons@thesolutioncrowd.com	No	-30	0	102	61	2 (Average 60-80)	3.3
joe@thesolutioncrowd.com	joe@thesolutioncrowd.com	No		64		64	2 (Average 60-80)	
bob@thesolutioncrowd.com	bob@thesolutioncrowd.com	No	-40	79		79	2 (Average 60-80)	
emma.windsor@thesolutioncrowd.com	emma.windsor@thesolutioncrowd.com	No	-10	36	113	82	3 (Good 80-100)	
owner@thesolutioncrowd.com	owner@thesolutioncrowd.com	No	-22	57	105	86	3 (Good 80-100)	
alem.selimovic@thesolutioncrowd.com	alem.selimovic@thesolutioncrowd.com	Yes	-7	88		88	3 (Good 80-100)	
nauman.khan@thesolutioncrowd.com	nauman.khan@thesolutioncrowd.com	Yes		81	105	90	3 (Good 80-100)	3.6
hi@thesolutioncrowd.com	hi@thesolutioncrowd.com	No	-1	94		94	3 (Good 80-100)	
nauman.khan@thesolutioncrowd.com	nauman.khan@thesolutioncrowd.com	Yes				109		

Legend: >100% 80-99% <80% Target Missing Not due



Reports

Additional print-friendly reports are available by Team, KPIs, Projects, Milestones, Users, Objectives and Org structure. Reports can be downloaded as comma-delimited .csv files for Excel.

Team Report

KPIs

Projects

CEO

The Solution Crowd

Dec / Q4 / H2 / Year

2022

Home

Analyze

Collaborate

Reports

Team report

HR Report

KPIs report

Projects report

Milestones

Users report

Objectives

Org report

Risk report

9-Box Grid

Tools

Help

Team report

Organisation	Team	For Year	For Period	Last refreshed
thesolutioncrowd.com	CEO	2022	Dec / Q4 / H2 / Year	Current as of Sun, Dec 11, 2022 10:21 AM

Vision	Mission	Values
Honoring our past by creating a future characterized by stimulated growth, development and the incessant practice of excellence in everything we do...	Delivering exceptional value to our customers through the engagement of our talented people, the application of best practice thinking in everything we do, the emphasis on quality and excellence and the focus on delivering superior performance that preserves our future ...	P – Proactive effective management operations S – Service high quality service and efficiency U – Upbeat academic environment that nurtures excellence in learning, teaching and research

Perspective	Objective	KPI Name	Formula	Owner	Weight	Unit	Cumulative	Data source	Direction	Frequency	Target	Actual	Score(%)
Finance	Maximize revenues & returns from core and new business	Total revenues from international market	Total international revenues generated as per financial statement	Imran Khan	1x	Mill \$	Yes	Operations	Increase is better	Monthly	95	70	74%
Finance	Maximize revenues & returns from core and new business	Total revenues from new products	Total revenues generated as per financial statement from new products	Alem Selimovic	1x	Mill \$	Yes	Operations	Increase is better	Monthly	25	35	140%
Finance	Maximize revenues & returns from core and new business	Total revenues	Total revenues generated as per financial statement	Owen Turner	2x	Mill \$	Yes	Operations	Increase is better	Monthly	20	10	50%
Finance	Maximize revenues & returns from core and new business	Total value of inventory	Total value of inventory	Imran Khan	1x	Mill \$	Yes	Operations	Decrease is better	Monthly	100	120	83%
Finance	Optimize capital & operating expenditure	Average cost per FTE	Total manpower cost / Total # of FTE	Alem Selimovic	1x	Mill. USD	Yes	Finance Dept.	Decrease is better	Yearly	1.5	1.2	125%
Finance	Optimize capital & operating expenditure	CAPEX budget performance	Actual CAPEX / CAPEX * 100	Alem Selimovic	2x	%	Yes	Finance Dept.	Decrease is better	Quarterly	95	89	107%
Finance	Optimize capital & operating expenditure	OPEX budget performance	Actual OPEX / OPEX budget * 100	Owen Turner	3x	%	Yes	Finance Dept.	Decrease is better	Monthly	95	100	95%
Customers	Increase customer base & Awareness has												

Need help?

10

Yes

Legend

>=100%

80-99%

<80%

Target

Missing

Not due



KPIs Report

 Sign out

KPI Report

Period

Dec / Q4 / H2 / Year

Year

2022

[Back](#) [Simple](#) [Detailed](#)

 Sign out

KPI Report											
Team	Perspective	PTO	Objective	KPI Name	KPI Description	Owner	Weight	Unit	Cumulative	Direction	Frequency
Alex Sanchez	Customers	Increase customer base & products and services	Increase customer base & products and services	# of customers with sales more than 1 Mill		alex.sanchez@thesolutioncrowd.com	1x		Yes	Increase is better	Monthly
Alex Sanchez	People	Build a performance driven culture	Build a performance driven culture	# of innovation ideas submitted		alex.sanchez@thesolutioncrowd.com	1x		Yes	Increase is better	Monthly
CEO	Finance		Maximize revenues & returns from core and new business	Total revenues from international market	Total international revenues	imran.khan@thesolutioncrowd.com	1x	Mill \$	Yes	Increase is better	Monthly
CEO	Finance		Maximize revenues & returns from core and new business	Total revenues from new products	Total revenues from new product (product created 2019-2023)	alem.selimovic@thesolutioncrowd.com	1x	Mill \$	Yes	Increase is better	Monthly
CEO	Customers		Increase customer base & products and services	Customer churn		owner@thesolutioncrowd.com	1x	000's	Yes	Increase is better	Yearly
CEO	Finance		Optimize capital & operating expenditure	CAPEX budget performance	Company is facing large construction investments over the next years and it is crucial to control the CAPEX spend to ensure a timely and cost-efficient progression of the project	alem.selimovic@thesolutioncrowd.com	2x	%	Yes	Decrease is better	Quarterly
CEO	Finance		Maximize revenues & returns from core and new business	Total value of inventory	Total value of inventory on hand related to raw materials and finished goods and in process	imran.khan@thesolutioncrowd.com	1x	Mill \$	Yes	Decrease is better	Monthly
CEO	Customers		Provide quality & innovative customer service	% Customers satisfaction	Satisfied customers is crucial to guarantee a smooth growth. All customers should be included in this unified and centralized survey.	imran.khan@thesolutioncrowd.com	2x	%	Yes	Increase is better	Semi-annual
CEO	Internal Process		Improve & automate efficient processes	% of IT Service tickets closed on time	Improve the (IT service requested) ticket closure & increase customer satisfaction	imran.khan@thesolutioncrowd.com	1x	%	Yes	Increase is better	Monthly
CEO	Customers		Increase customer base & products and services	Invite new prospects		nauman.khan@thesolutioncrowd.com	2x	# of prospects	No	Increase is better	Quarterly
CEO	Internal Process		Build effective organization governance	Timely closure of audit observations	Complying with audit observations is important for company success and should be handled by each unit individually	imran.khan@thesolutioncrowd.com	2x	%	Yes	Increase is better	Quarterly



KPI Detailed Report (Dec 2022)

Team	Perspective	Objective	KPI Name	KPI Description	Formula	Owner	Weight	Unit	Cumulative	Data source	Direction	Frequency	Target	Actual	Score(%)
Alex Sanchez	Customers	Increase customer base & products and services	# of customers with sales more than 1 Mill			alex.sanchez@thesolutioncrowd.com	1x		Yes		Increase is better	Monthly			
Alex Sanchez	People	Build a performance driven culture	# of innovation ideas submitted			alex.sanchez@thesolutioncrowd.com	1x		Yes		Increase is better	Monthly	5	2	40
CEO	People	Build a performance driven culture	# of innovation ideas submitted	To track (as a start) number of ideas submitted through Company Innovation program at all levels	Total # of innovation ideas submitted & accepted	alem.selimovic@thesolutioncrowd.com	1x	Idea	Yes	HR Dept.	Increase is better	Monthly	30	40	133
CEO	Internal Process	Improve & automate efficient processes	# of key business processes improved and or automated	In order to achieve operational excellence, Company needs to enhance and/or automate existing processes	Total # of business processes improved and/or automated	imran.khan@thesolutioncrowd.com	1x	Bus. Process	Yes	Quality Dept.	Increase is better	Monthly	10	5	50
CEO	People	Build a performance driven culture	# projects started			test@thesolutioncrowd.com	2x	Unit	Yes	Customer file	Increase is better	Monthly	95		
CEO	Customers	Provide quality & innovative customer service	% Customers satisfaction	Satisfied customers is crucial to guarantee a smooth growth. All customers should be included in this unified and centralized survey.	Average results of customers satisfaction survey	imran.khan@thesolutioncrowd.com	2x	%	Yes	Sales Dept	Increase is better	Semi-annual	95	75	79
CEO	People	Attract & retain & develop capable talent	% Employees Turnover	To keep Company manpower stable by retaining good performing	Total # of left/terminated employees / Total # of employees	imran.khan@thesolutioncrowd.com	1x	%	Yes	HR Dept.	Decrease is better	Semi-annual	10	13	77

KPI Lens | CEO



| Annual | Sub-team KPIs | **Late KPIs** | Red KPIs | Trending-down KPIs | Vertical Report | Drill-down KPIs | 9-Box | Bell-curve |

Late KPIs Report (CEO - 2025)

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customers	Increase customer base & products and services	Cost per Mile	1x	Nauman Khan	Currency	No	Decrease is better	Monthly	-115.1 (-)	22115.2 (169%)	1115.25 (1025%)	44116.25 (37%)	44116.45 (42%)	44120.9 (48%)	44122.99 (32%)	44122 (50%)	44133 (75%)	11133 (100%)	44144 (100%)	55155 (100%)

Business Support

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customers	Increase annual bonuses by 90% for 50% of sector employees	Average Revenue per Customer	1x		USD	Yes	Increase is better	Monthly	-11 (-)	31.2 (155%)	41.3 (132%)	51.4 (125%)	51.5 (100%)	51.6 (83%)	51.7 (71%)	51.8 (62%)	51.9 (56%)	61.10 (60%)	-111 (-)	-112 (-)

Information Technology

No late KPIs

Operations

No late KPIs

Sales

No late KPIs

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KPI Lens | CEO

| Annual | Sub-team KPIs | Late KPIs | Red KPIs | Trending-down KPIs | Vertical Report | Drill-down KPIs | 9-Box | Bell-curve |

Red KPIs Report (CEO - Mar - 2025)

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Finance	QO	Supplier Cost Savings	1x	Owen Turner	Currency	Yes	Increase is better	Monthly	21.7 (100%)	21.2 (100%)	11.9 (33%)	81.4 (123%)	51.6 (100%)	51.6 (83%)	51.7 (71%)	51.8 (62%)	51.9 (56%)	61.0 (66%)	-1.11 (-1)	-1.12 (-1)
Customers	Increase customer base & products and services	Offer Acceptance Rate	1x	Hi Jones	%	Yes	Increase is better	Monthly	11.15 (73%)	22.15 (147%)	11.15 (7%)	44.18 (275%)	44.18 (244%)	44.20 (220%)	44.22 (200%)	44.22 (133%)	44.33 (133%)	44.33 (100%)	44.44 (100%)	55.55 (100%)
Customers	Increase customer base & products and services	Recruitment and Selection	2x	Owen Turner	Training and development	Yes	Increase is better	Quarterly	-1- (-1)	-1- (-1)	11.15 (7%)	-1- (-1)	-1- (-1)	44.20 (220%)	-1- (-1)	-1- (-1)	44.33 (133%)	-1- (-1)	-1- (-1)	55.55 (100%)
Customers	Increase customer base & products and services	Return on Investment (ROI)	1x	Sari Kana	%	No	Increase is better	Monthly	11.6 (20%)	21.6 (32%)	11.6 (20%)	41.6 (87%)	61.6 (80%)	51.6 (80%)	61.6 (80%)	11.6 (80%)	21.6 (20%)	31.6 (30%)	51.6 (80%)	61.6 (80%)
Internal Process	Build effective organization governance	Revenue Growth Rate - updated	1x	Alen Selimovic	%	No	Increase is better	Monthly	21.50 (20%)	41.11 (36%)	61.50 (80%)	81.50 (80%)	101.50 (100%)	81.50 (80%)	101.50 (100%)	121.50 (120%)	151.50 (150%)	161.50 (160%)	151.50 (150%)	131.50 (130%)
Internal Process	Teaching and Learning	Employee compliance rate with governance policies	1x	Alen Selimovic	%	No	Increase is better	Monthly	331.80 (337%)	1441.90 (140%)	551.90 (81%)	661.90 (73%)	661.90 (73%)	661.90 (73%)	771.90 (86%)	771.90 (86%)	771.90 (86%)	881.90 (88%)	881.90 (88%)	901.90 (100%)
Internal Process	Teaching and Learning	Number of governance training hours per employee	1x	Owen Turner	Hours	No	Increase is better	Monthly	51.8 (87%)	71.8 (87%)	51.8 (82%)	81.8 (100%)	81.8 (100%)	81.8 (100%)	161.8 (200%)	161.8 (200%)	161.8 (200%)	161.8 (200%)	161.8 (200%)	241.8 (300%)

Business Support

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customers	Measuring the training impact on the course	Customer Acquisition Rate	1x	Alen Selimovic	Percentage	Yes	Increase is better	Monthly	21.10 (20%)	41.11 (36%)	61.50 (80%)	81.50 (80%)	101.50 (100%)	81.50 (80%)	101.50 (100%)	121.50 (120%)	151.50 (150%)	161.50 (160%)	-1.10 (-1)	-1.10 (-1)
Customers	Measuring the training impact on the course	New Customers Ratio	1x		Percentage	Yes	Increase is better	Monthly	321.83 (83%)	611.14 (63%)	361.85 (42%)	951.52 (103%)	61.86 (7%)	431.32 (134%)	691.57 (139%)	621.86 (65%)	681.9 (76%)	711.84 (85%)	-1.42 (-1)	-1.86 (-1)

Information Technology

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
People	Build a performance driven culture	# of Innovation Ideas submitted	1x	Alen Selimovic	Idea	Yes	Increase is better	Monthly	331.23 (163%)	41.84 (5%)	551.89 (62%)	231.60 (38%)	251.64 (39%)	371.65 (44%)	381.69 (40%)	191.81 (23%)	141.40 (35%)	961.29 (103%)	-1.91 (-1)	-1.92 (-1)
People	Optimize capital & operating expenditure	OPEX budget performance	3x	Imran Khan	%	Yes	Decrease is better	Monthly	181.49 (83%)	721.60 (110%)	81.0 (6%)	761.62 (82%)	761.39 (60%)	591.65 (93%)	321.67 (159%)	691.60 (112%)	691.65 (125%)	971.76 (137%)	-1.33 (-1)	-1.39 (-1)

Operations

KPIs

KPI Lens | CEO

| Annual | Sub-team KPIs | Late KPIs | Red KPIs | Trending-down KPIs | Vertical Report | Drill-down KPIs | 9-Box | Bell-curve |

Trending-down KPIs Report (CEO - Mar - 2025)

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Finance	QO	Supplier Cost Savings	1x	Owen Turner	Currency	Yes	Increase is better	Monthly	21.7 (200%)	21.2 (100%)	11.9 (33%)	51.4 (123%)	51.6 (100%)	51.6 (83%)	51.7 (71%)	51.8 (62%)	51.9 (56%)	61.0 (66%)	-1.11 (-1)	-1.12 (-1)
Customers	Increase customer base & products and services	Offer Acceptance Rate	1x	Hi Jones	%	Yes	Increase is better	Monthly	11.15 (73%)	22.15 (147%)	11.15 (7%)	44.18 (275%)	44.18 (244%)	44.20 (220%)	44.22 (200%)	44.22 (133%)	44.33 (133%)	44.33 (100%)	44.44 (100%)	55.55 (100%)
Internal Process	Build effective organization governance	Customer Lifetime Value (CLV)	1x	Owen Turner	Currency Mill	Yes	Increase is better	Monthly	111 (100%)	112 (472%)	112 (81%)	112 (89%)	112 (87%)	111 (94%)	112 (94%)	112 (104%)	112 (104%)	112 (104%)	112 (104%)	112 (104%)
Internal Process	Teaching and Learning	Employee compliance rate with governance policies	1x	Alen Selimovic	%	No	Increase is better	Monthly	331.80 (337%)	1441.90 (140%)	551.90 (81%)	661.90 (73%)	661.90 (73%)	661.90 (73%)	771.90 (86%)	771.90 (86%)	771.90 (86%)	881.90 (88%)	881.90 (88%)	901.90 (100%)
Internal Process	Teaching and Learning	Number of governance training hours per employee	1x	Owen Turner	Hours	No	Increase is better	Monthly	51.8 (80%)	71.8 (87%)	51.8 (82%)	81.8 (100%)	81.8 (100%)	81.8 (100%)	161.8 (200%)	161.8 (200%)	161.8 (200%)	161.8 (200%)	161.8 (200%)	241.8 (300%)

Business Support

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customers	Increase annual bonuses by 90% for 10% of sector employees	Revenue Growth Rate	1x	Alen Selimovic	%	No	Increase is better	Monthly	91.51 (178%)	771.9 (189%)	731.67 (84%)	801.68 (89%)	31.43 (7%)	581.57 (104%)	71.77 (9%)	131.83 (16%)	911.36 (233%)	481.65 (74%)	-1.67 (-1)	-1.38 (-1)

Information Technology

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Internal Process	Improve & automate efficient processes	% of IT Service Tickets closed on time	1x	Imran Khan	%	Yes	Increase is better	Monthly	911.81 (178%)	771.9 (189%)	731.67 (84%)	801.68 (89%)	31.43 (7%)	581.57 (104%)	71.77 (9%)	131.83 (16%)	911.36 (233%)	481.65 (74%)	-1.67 (-1)	-1.38 (-1)
People	Optimize capital & operating expenditure	OPEX budget performance	3x	Imran Khan	%	Yes	Decrease is better	Monthly	181.49 (83%)	721.60 (110%)	81.0 (6%)	761.62 (82%)	761.39 (60%)	591.65 (93%)	321.67 (159%)	691.60 (112%)	691.65 (125%)	971.76 (137%)	-1.33 (-1)	-1.39 (-1)

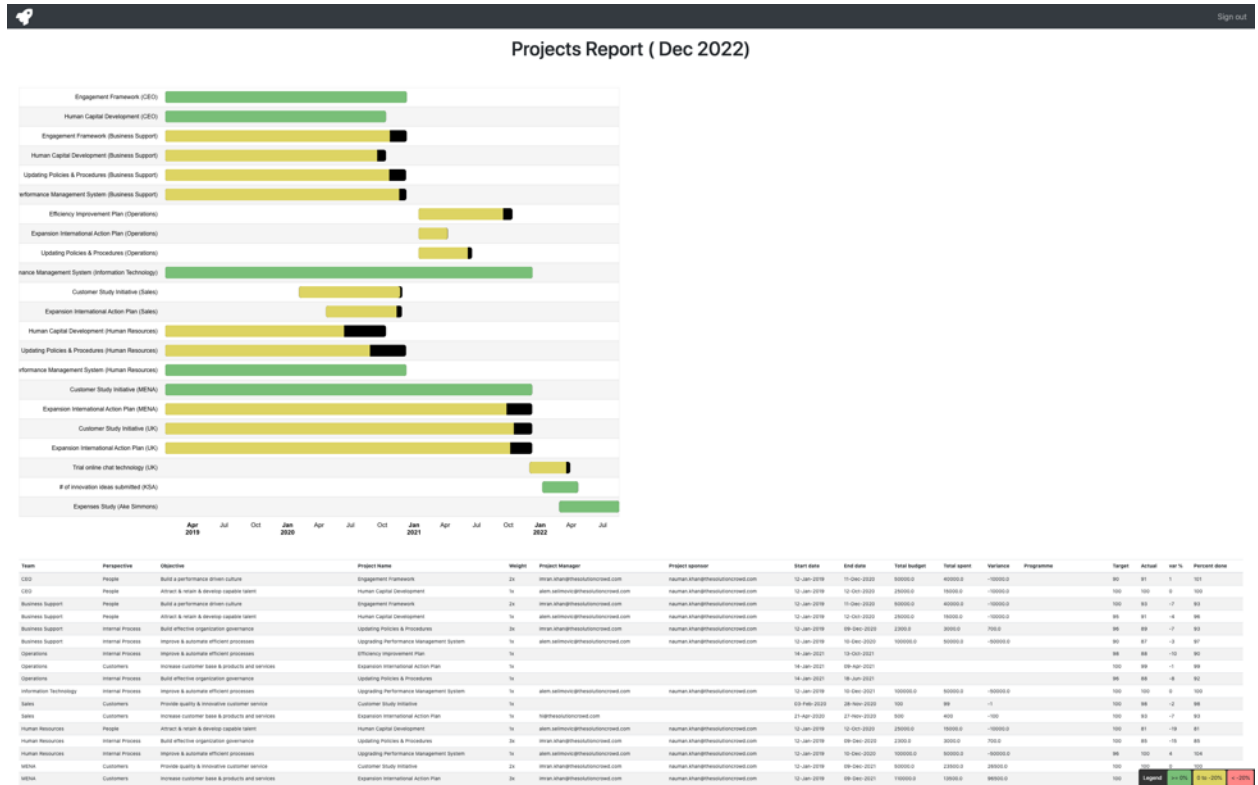
Operations

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Internal Process	Build effective organization governance	Timely closure of audit observations	1x	Alen Selimovic	%	Yes	Increase is better	Monthly	881.24 (408%)	451.42 (107%)	181.83 (19%)	411.70 (59%)	601.26 (237%)	871.82 (106%)	361.9 (400%)	81.0 (100%)	841.68 (124%)	141.23 (81%)	191.82 (27%)	791.83 (95%)
People	Build a performance driven culture	Average employee satisfaction rating	1x	Sari Kana	%	Yes	Increase is better	Monthly	301.86 (331%)	741.54 (137%)	571.83 (69%)	401.87 (41%)	1001.70 (143%)	621.00 (124%)	951.40 (237%)	881.0 (100%)	921.68 (100%)	391.24 (162%)	311.37 (84%)	961.8 (1200%)
Budget	Optimize capital & operating expenditure	EBITV budget performance	1x	Hi Jones	%	Yes	Increase is better	Monthly	331.80 (100%)	1441.90 (140%)	551.90 (81%)	661.90 (73%)	661.90 (73%)	661.90 (73%)	771.90 (86%)	771.90 (86%)	771.90 (86%)	881.90 (88%)	881.90 (88%)	901.90 (100%)

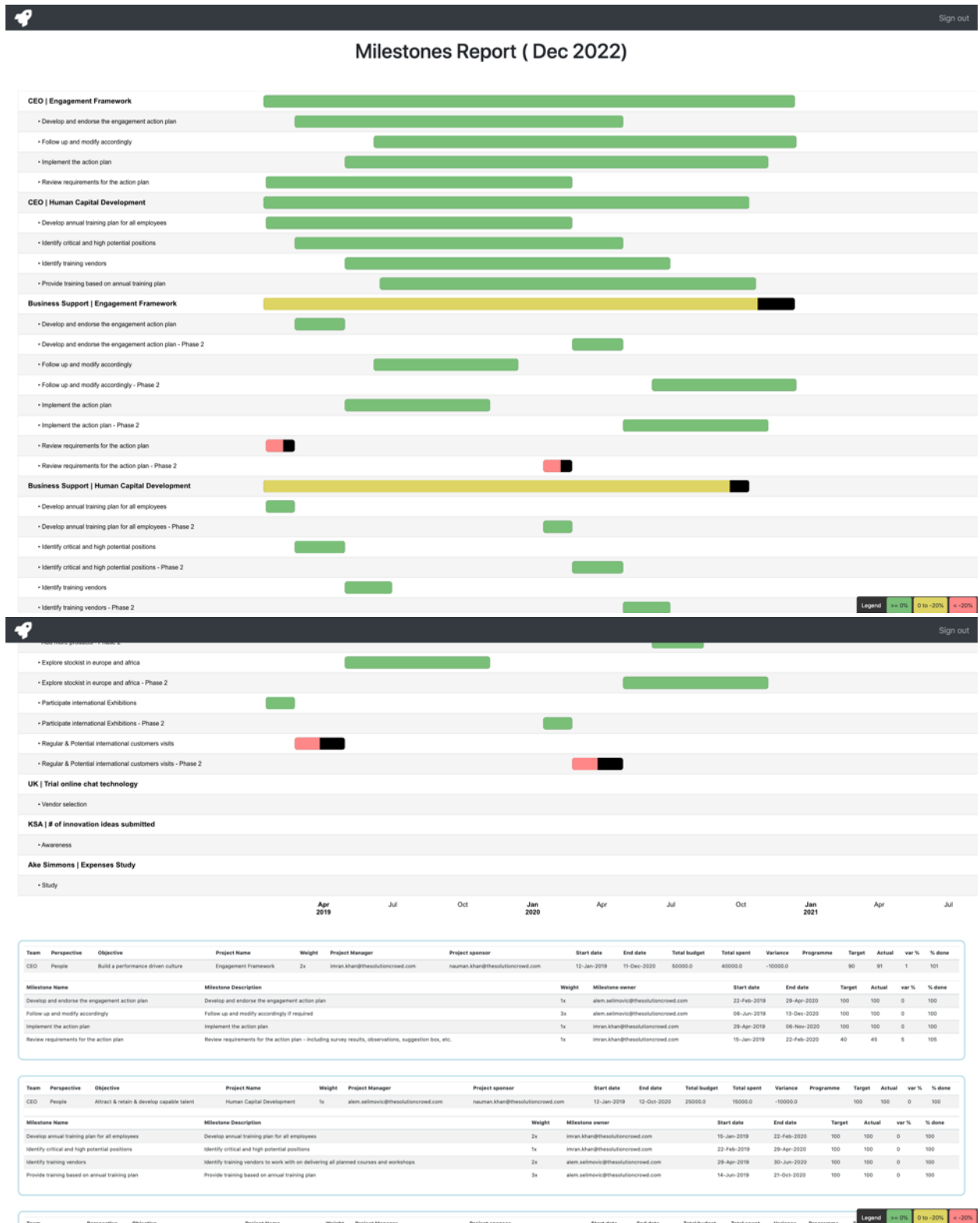


Projects report





Milestones Report





Users reports

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User Report

Kippy Users (16)

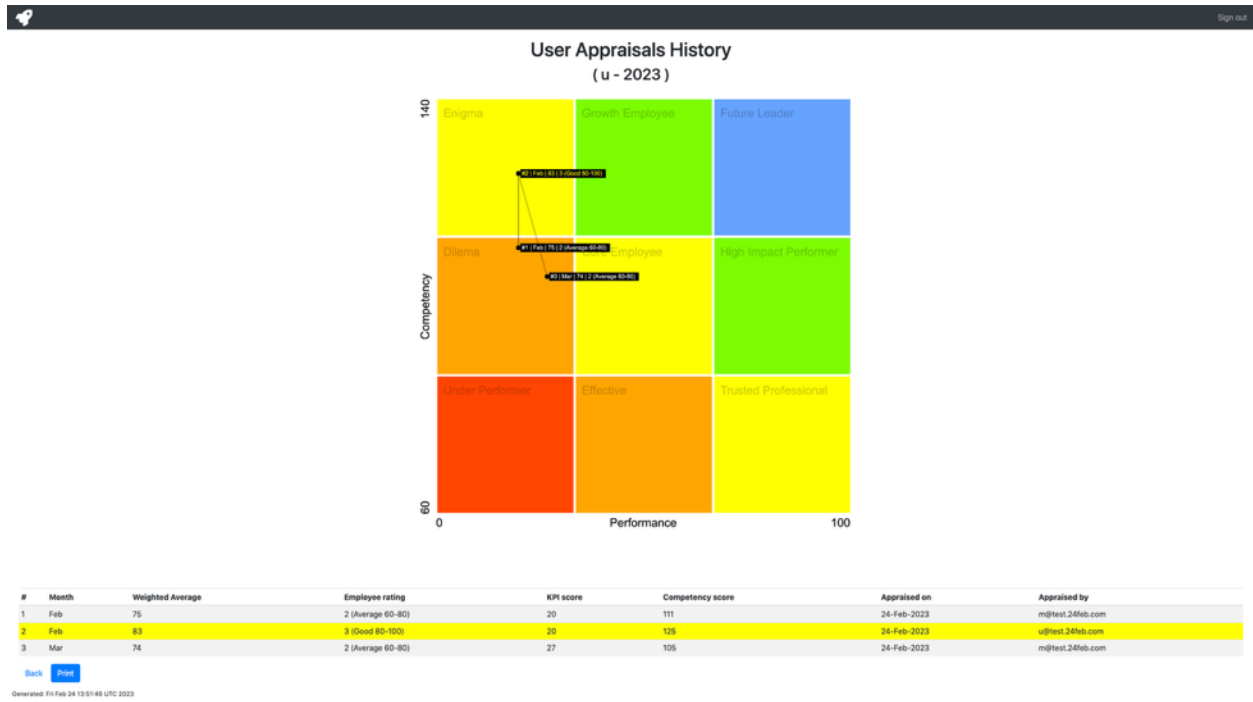
Name	Email address	Role	Team	Grade	Designation
Nauman Khan	nauman.khan@thesolutioncrowd.com	Manager	CEO	Exec	CEO
Hi Jones	hi@thesolutioncrowd.com	User	CEO		
Salam Halabi	test2@thesolutioncrowd.com	Manager	KSA		Manager
Emma Windsor	emma.windsor@thesolutioncrowd.com	User	Emma Windsor		
Mike Bowni	test@thesolutioncrowd.com	Manager	Information Technology		IT Manager
Sari Kana	sari@thesolutioncrowd.com	Manager	CEO		
Lina Maher	lina@thesolutioncrowd.com	Manager	Business Support		
Ake Simmons	ake.simmons@thesolutioncrowd.com	User	Ake Simmons		
Owen Turner	owner@thesolutioncrowd.com	Manager	CEO		
Alem Selimovic	alem.selimovic@thesolutioncrowd.com	Manager	Operations		
Imran Khan	imran.khan@thesolutioncrowd.com	Manager	UK		Acting Operations Senior Manager
Mike Lastes	mike@thesolutioncrowd.com	Manager	Human Resources		Manager
Alex Sanchez	alex.sanchez@thesolutioncrowd.com	User	Alex Sanchez		
Nesrain Ethad	nesrain@thesolutioncrowd.com	Manager	Sales		Sales Manager
Bod Black	bob@thesolutioncrowd.com	User	CEO		VP
Joe Mardest	joe@thesolutioncrowd.com	User	CEO		

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User Report									
Kippy Users (16)									
KPIs	Targets	Appraisals	Name	Email address	Role	Team	Grade	Designation	
			Nauman Khan	nauman.khan@thesolutioncrowd.com	Manager	CEO	Executive	CEO	
			Hi Jones	hi@thesolutioncrowd.com	User	CEO	Associate	PA	
			Salam Halabi	test2@thesolutioncrowd.com	Manager	KSA		Manager	
			Emma Windsor	emma.windsor@thesolutioncrowd.com	User	Emma Windsor	Senior	Business Development	
			Mike Bowni	test@thesolutioncrowd.com	Manager	Information Technology		IT Manager	
			Sari Kana	sari@thesolutioncrowd.com	Manager	MENA	Associate	Project manager	
			Lina Maher	lina@thesolutioncrowd.com	Manager	Business Support	Senior manager	Project manager	
			Ake Simmons	ake.simmons@thesolutioncrowd.com	User	Ake Simmons	Junior	Sales rep	
			Owen Turner	owner@thesolutioncrowd.com	Manager	CEO		Founder	
			Alem Selimovic	alem.selimovic@thesolutioncrowd.com	Manager	Operations	Executive	CTO	
			Imran Khan	imran.khan@thesolutioncrowd.com	Manager	UK	Executive	Acting Operations Senior Manager	
			Mike Lastes	mike@thesolutioncrowd.com	Manager	Human Resources		Manager	

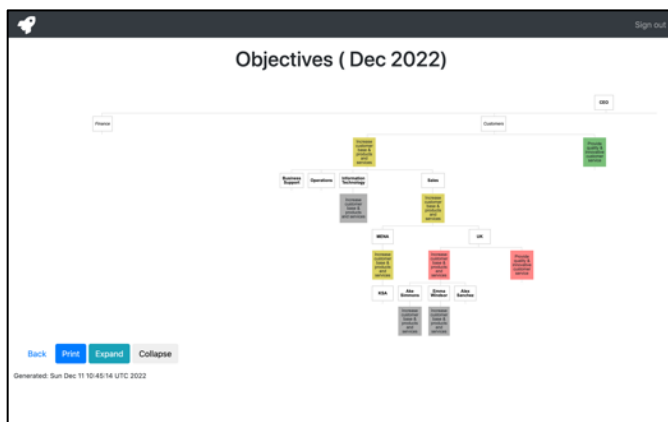
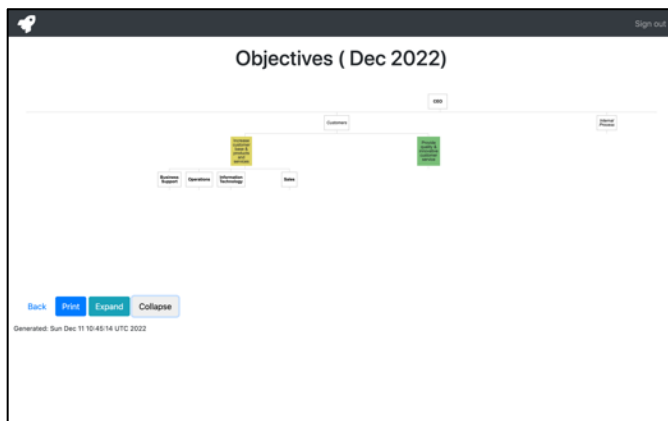
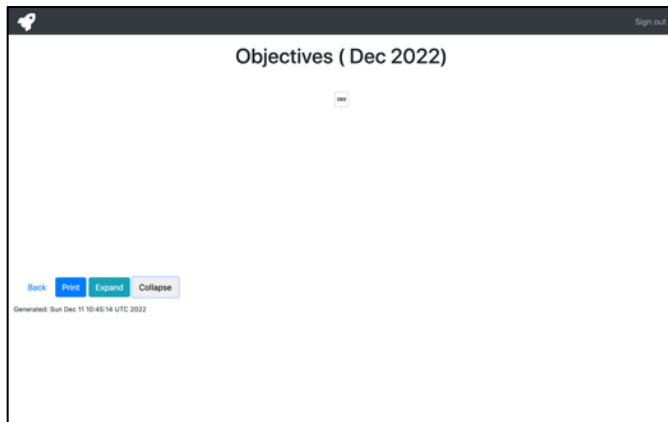




Objectives



The objectives report is interactive. By hovering over the objectives, you can follow their cascade down the organisation.





Org reports

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Org Report

Kippy Teams (12)

Level	Parent team	Name	KPI score	Project score
1		CEO	97.0	0.0
2	CEO	Business Support	102.0	-6.0
2	CEO	Operations	105.0	-6.0
2	CEO	Information Technology	81.0	0.0
2	CEO	Sales	77.0	-4.0
3	Business Support	Human Resources	91.0	-12.0
3	Sales	MENA	107.0	-4.0
3	Sales	UK	75.0	-6.0
4	MENA	KSA	116.0	0.0
4	UK	Ake Simmons		0.0
4	UK	Alex Sanchez	40.0	
4	UK	Emma Windsor	106.0	

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Org Report

Kippy Teams Details (12)

Parent Level	Parent team	Name	KPI score	Project score	Managers	Users	Admins	Vision	Mission	Values
1		CEO	97.0	0.0	Nauman Khan (nauman.khan@thesolutioncrowd.com), Owen Turner (owner@thesolutioncrowd.com) System owner , Sari Kana (sari@thesolutioncrowd.com)	Bod Black (bob@thesolutioncrowd.com), Hi Jones (hi@thesolutioncrowd.com), Joe Mardesrt (joe@thesolutioncrowd.com)		Honoring our past by creating a future characterized by stimulated growth, development and the incessant practice of excellence in everything we do...	Delivering exceptional value to our customers through the engagement of our talented people, the application of best practice thinking in everything we do, the emphasis on quality and excellence and the focus on delivering superior performance that preserves our future ...	P – Proactive effective management operations S – Service high quality service and efficiency U – Upbeat academic environment that nurtures excellence in learning, teaching and research
2	CEO	Business Support	102.0	-6.0	Lina Maher (lina@thesolutioncrowd.com)					
2	CEO	Operations	105.0	-6.0	Alem Selimovic (alem.selimovic@thesolutioncrowd.com)					
2	CEO	Information Technology	81.0	0.0	Mike Bowni (test@thesolutioncrowd.com)					
2	CEO	Sales	77.0	-4.0	Nesrain Etihad (nesrain@thesolutioncrowd.com)					
3	Business Support	Human Resources	91.0	-12.0	Mike Lastes (mike@thesolutioncrowd.com)					
3	Sales	MENA	107.0	-4.0						
3	Sales	UK	75.0	-6.0	Imran Khan (imran.khan@thesolutioncrowd.com)					
4	MENA	KSA	116.0	0.0	Salam Halabi (test2@thesolutioncrowd.com)					
4	UK	Ake Simmons		0.0		Ake Simmons (ake.simmons@thesolutioncrowd.com)				
4	UK	Alex Sanchez	40.0			Alex Sanchez (alex.sanchez@thesolutioncrowd.com)				
4	UK	Emma Windsor	106.0			Emma Windsor (emma.windsor@thesolutioncrowd.com)				

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Annual reports

See annual view per user/team KPIs and projects.



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Team Report

(CEO - 2023)

KPIs

Perspective	Objective	KPI Name	Weight	Owner	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
People	Build a performance driven culture	# of innovation ideas submitted	1x	Alem Selimovic	Idea	Yes	Increase is better	Monthly	5 1 (500%)	5 1 (500%)	5 1 (500%)	5 1 (500%)	5 2 (250%)	5 2 (250%)	5 2 (250%)	5 2 (250%)	6 5 (120%)	6 5 (120%)	6 5 (120%)	15 9 (167%)
Internal Process	Improve & automate efficient processes	# of key business processes improved and or automated	1x	Imran Khan	Bus. Process	Yes	Increase is better	Monthly	- 1 (-)	- 2 (-)	1 3 (33%)	1 5 (20%)	1 5 (20%)	- 5 (-)	2 6 (33%)	2 6 (33%)	2 6 (33%)	- 6 (-)	3 8 (37%)	3 10 (30%)
Customers	Increase customer base & products and services	# of new product introduced	3x	Nauman Khan	Product	Yes	Increase is better	Monthly	3 1 (300%)	1 1 (100%)	1 1 (100%)	2 1 (200%)	2 2 (100%)	2 2 (100%)	2 2 (100%)	2 2 (100%)	2 3 (67%)	2 3 (67%)	3 3 (100%)	4 3 (133%)
People	Build a performance driven culture	# projects started	2x	Mike Bowni	Unit	Yes	Increase is better	Monthly	1 5 (20%)	1 5 (20%)	1 5 (20%)	2 8 (25%)	3 8 (37%)	3 8 (37%)	3 9 (33%)	5 9 (56%)	5 9 (56%)	5 10 (50%)	9 10 (90%)	10 10 (100%)
Customers	Provide quality & innovative customer service	% Customers satisfaction	2x	Imran Khan	%	Yes	Increase is better	Semi-annual	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	60 70 (86%)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	90 85 (106%)
People	Attract retain & develop capable talent	% Employees Turnover	1x	Imran Khan	%	Yes	Decrease is better	Semi-annual	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	8 15 (300%)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	15 15 (100%)
Internal Process	Improve & automate efficient processes	% of IT Service tickets closed on time	1x	Imran Khan	%	Yes	Increase is better	Monthly	30 90 (33%)	40 90 (44%)	50 90 (56%)	60 90 (67%)	60 90 (67%)	60 90 (67%)	60 95 (63%)	60 95 (63%)	60 95 (63%)	70 95 (74%)	- 95 (-)	100 95 (105%)
Customers	Increase customer base & products and services	% of customer left	2x	Nauman Khan		Yes	Decrease is better	Monthly	10 11 (110%)	11 15 (136%)	11 16 (145%)	11 17 (155%)	11 18 (164%)	12 20 (167%)	16 30 (187%)	16 31 (194%)	16 32 (200%)	18 33 (183%)	19 35 (184%)	20 35 (175%)
Finance	Optimize capital & operating expenditure	Average cost per FTE	1x	Alem Selimovic	Mill. USD	Yes	Decrease is better	Yearly	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	1.79 2.5 (140%)
People	Build a performance driven culture	Average employee satisfaction rating	1x	Alem Selimovic	%	No	Increase is better	Yearly	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	- - (-)	65 75 (87%)
People	Attract retain & develop capable talent	Average training hours per FTE	1x	Imran Khan	Hour	Yes	Increase is better	Monthly	5 5 (100%)	5 5 (100%)	5 5 (100%)	- 10 (-)	5 10 (50%)	6 10 (60%)	6 10 (60%)	6 10 (60%)	6 15 (40%)	8 15 (53%)	10 15 (67%)	10 15 (67%)
Customers	Increase customer base & products	Awareness has	1x	Sari Kana	new	Yes	Increase is better	Quarterly	- - (-)	- - (-)	60 80	- - (-)	- - (-)	85 90	- - (-)	- - (-)	70 95	- - (-)	- - (-)	75 100



Projects and milestones

Engagement Framework																			
Perspective	Objective	Project Name	Weight	Project Manager	Project sponsor	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
People	Build a performance driven culture	Engagement Framework	2x	Imran Khan	Nauman Khan	12-Jan-2019	11-Dec-2020	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)	5 / 8 (97%)
Milestone Name		Weight	Milestone owner	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Develop and endorse the engagement action plan		1x	Alem Selimovic	22-Feb-2019	29-Apr-2020	5 / 0 (105%)	15 / 10 (105%)	70 / 20 (150%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)
Follow up and modify accordingly		3x	Alem Selimovic	06-Jun-2019	13-Dec-2020	0 / 0 (100%)	0 / 0 (100%)	0 / 0 (100%)	0 / 0 (100%)	0 / 0 (100%)	0 / 50 (50%)	25 / 60 (65%)	50 / 70 (80%)	60 / 80 (80%)	70 / 90 (95%)	90 / 95 (95%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)
Implement the action plan		1x	Imran Khan	29-Apr-2019	06-Nov-2020	0 / 0 (100%)	0 / 0 (100%)	0 / 0 (100%)	0 / 30 (70%)	5 / 40 (65%)	10 / 50 (60%)	50 / 60 (90%)	70 / 70 (100%)	80 / 80 (100%)	100 / 90 (110%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)
Review requirements for the action plan		1x	Imran Khan	15-Jan-2019	22-Feb-2020	25 / 50 (75%)	90 / 100 (90%)	95 / 100 (95%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)

Human Capital Development																			
Perspective	Objective	Project Name	Weight	Project Manager	Project sponsor	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
People	Attract retain & develop capable talent	Human Capital Development	1x	Alem Selimovic	Nauman Khan	12-Jan-2019	12-Oct-2020	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)	8 / 13 (95%)
Milestone Name		Weight	Milestone owner	Start date	End date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Develop annual training plan for all employees		2x	Imran Khan	15-Jan-2019	22-Feb-2020	25 / 50 (75%)	90 / 100 (90%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)
Identify critical and high potential positions		1x	Imran Khan	22-Feb-2019	29-Apr-2020	10 / 0 (110%)	25 / 25 (100%)	60 / 50 (110%)	70 / 100 (70%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)
Identify training vendors		2x	Alem Selimovic	29-Apr-2019	30-Jun-2020	0 / 0 (100%)	0 / 0 (100%)	0 / 0 (100%)	10 / 25 (85%)	80 / 60 (120%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)
Provide training based on annual training plan		3x	Alem Selimovic	14-Jun-2019	21-Oct-2020	0 / 0 (100%)	0 / 0 (100%)	0 / 0 (100%)	0 / 0 (100%)	5 / 0 (105%)	15 / 10 (105%)	60 / 50 (110%)	80 / 60 (120%)	100 / 70 (130%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)	100 / 100 (100%)

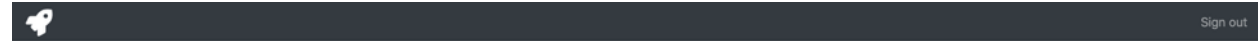


User report for nauman.khan@thesolutioncrowd.com
(2022)

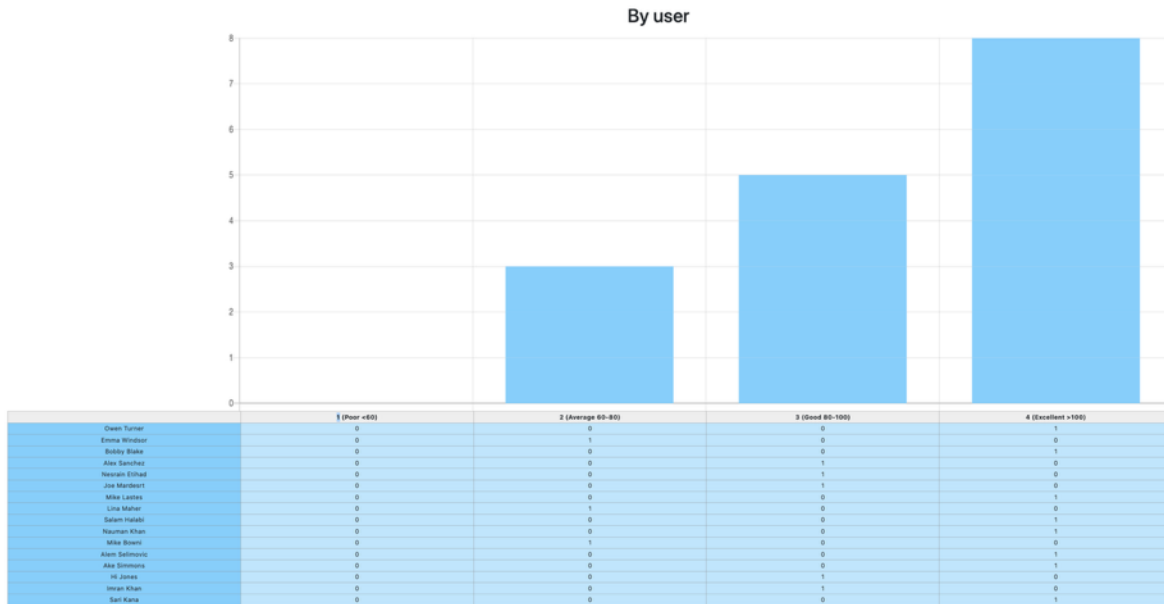
Team	Perspective	Objective	KPI Name	Weight	Unit	Cumulative	Direction	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
CEO	Customers	Increase customer base & products and services	# of new product introduced	3x	Product	Yes	Increase is better	Monthly	0 / 1 (0%)	1 / 2 (50%)	4 / 3 (133%)	3 / 4 (75%)	4 / 5 (80%)	6 / 6 (100%)	7 / 7 (100%)	7 / 8 (87%)	8 / 9 (89%)	8 / 10 (80%)	8 / 10 (80%)
CEO	Customers	Increase customer base & products and services	% of customer left	2x		Yes	Decrease is better	Monthly	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)
CEO	Customers	Increase customer base & products and services	Invite new prospects	2x	# of prospects	No	Increase is better	Quarterly	n/a / n/a (n/a)	n/a / n/a (n/a)	3 / 3 (100%)	n/a / n/a (n/a)	n/a / n/a (n/a)	2 / 4 (50%)	n/a / n/a (n/a)	n/a / n/a (n/a)	15 / 6 (250%)	n/a / n/a (n/a)	n/a / n/a (n/a)
CEO	Customers	Provide quality & innovative customer service	Quality review	3x	Completed	Yes	Increase is better	Monthly	30 / 30 (100%)	20 / 35 (57%)	40 / 40 (100%)	40 / 45 (89%)	52 / 45 (116%)	60 / 50 (120%)	61 / 50 (122%)	62 / 50 (124%)	62 / 60 (103%)	65 / 60 (108%)	70 / 60 (117%)
CEO	Customers	Increase customer base & products and services	Total # of customers	1x		Yes	Increase is better	Monthly	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)	n/a / n/a (n/a)
		Build	Timely																

Talent reports

See talent grouped by ratings – all fully configurable.



Talent report (Feb 2023)



By various dimensions.



Bell-curves

See appraisals grouped on bell-curves.

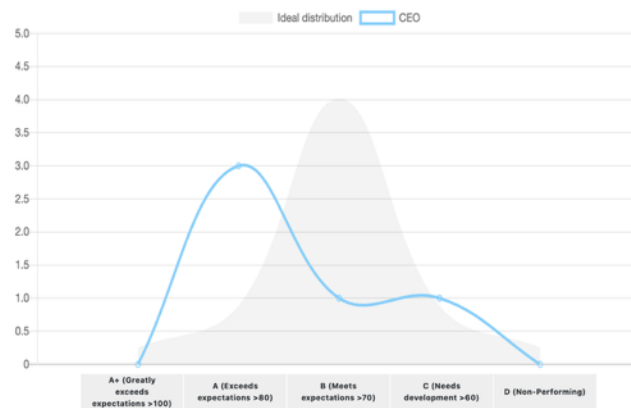
KPI Lens | CEO



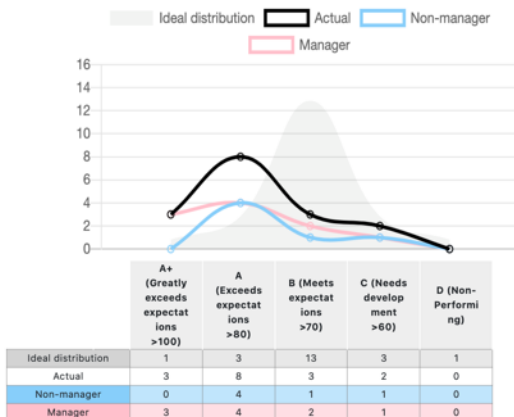
| [Annual](#) | [Sub-team KPIs](#) | [Drill-down KPIs](#) | [9-Box](#) | [Bell-curve](#) |

Bell-curve report (Aug 2023)

For team CEO only



By manager / non-manager Subteams of CEO

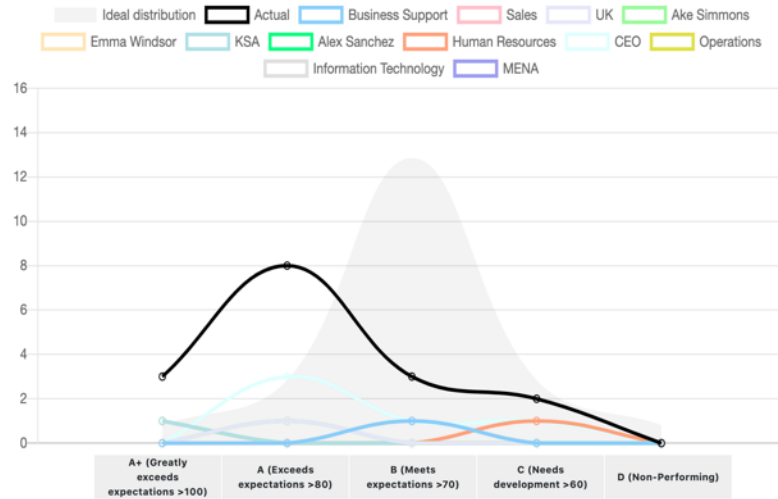


By grade Subteams of CEO

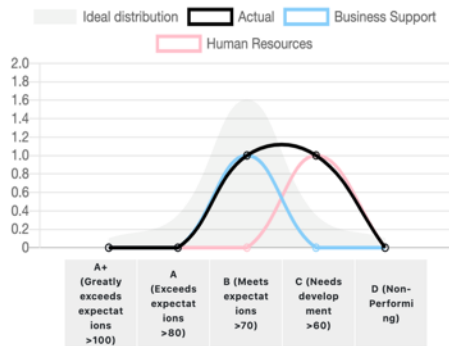




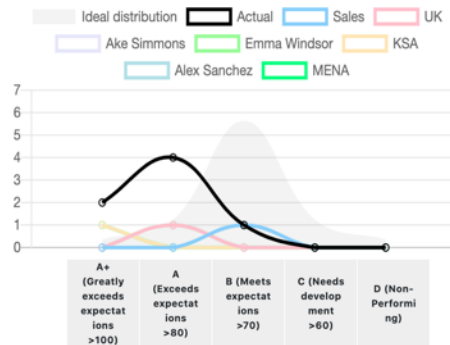
Subteams of CEO (Level 1)



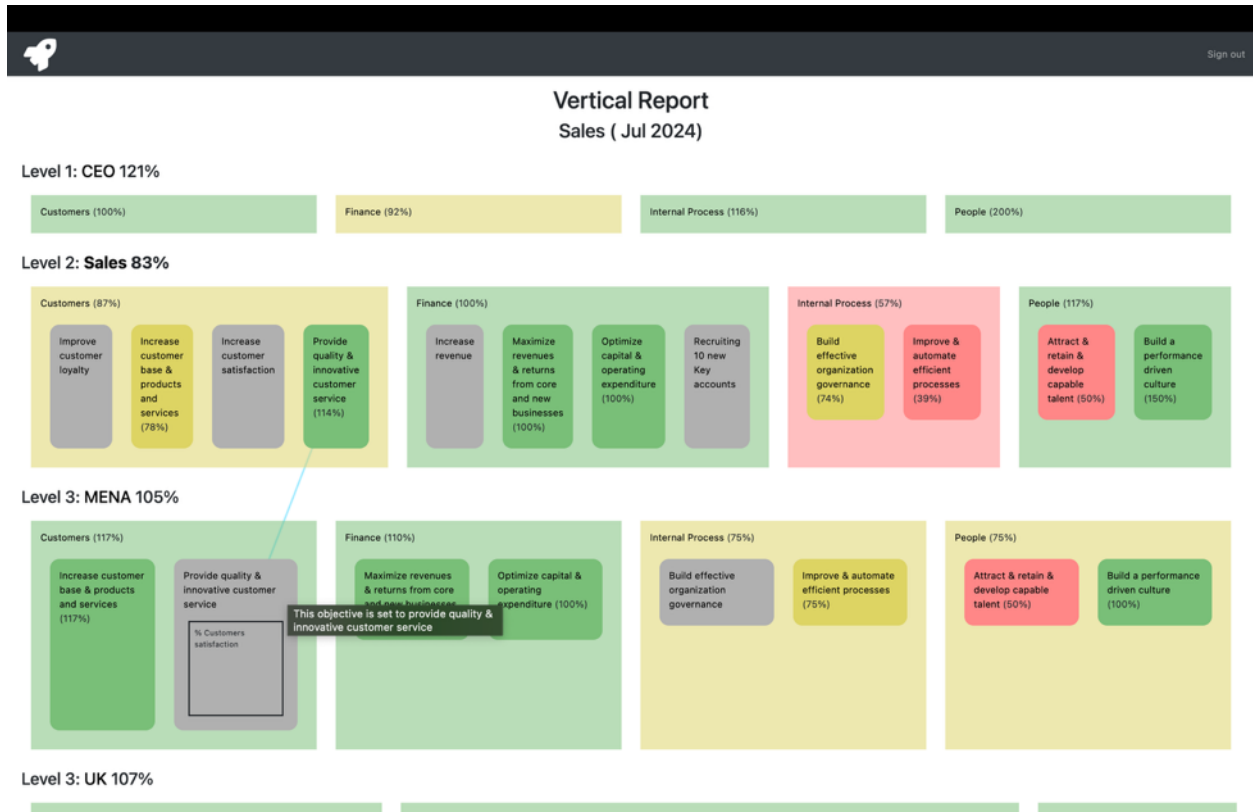
Subteams of Business Support (Level 2)



Subteams of Sales (Level 2)



Vertical reports



Look up and down through your organisation by focusing on a team, perspective or objective (cascading by parent team objective links).



Scheduled reports

Profile details

Name
Owen Turner

Grade
Executive

Designation
Founder

Tree Depth
One level down

Email Bulk Report (days of the month)
Nothing selected

Email Bulk Report (days of week)
Monday, Thursday

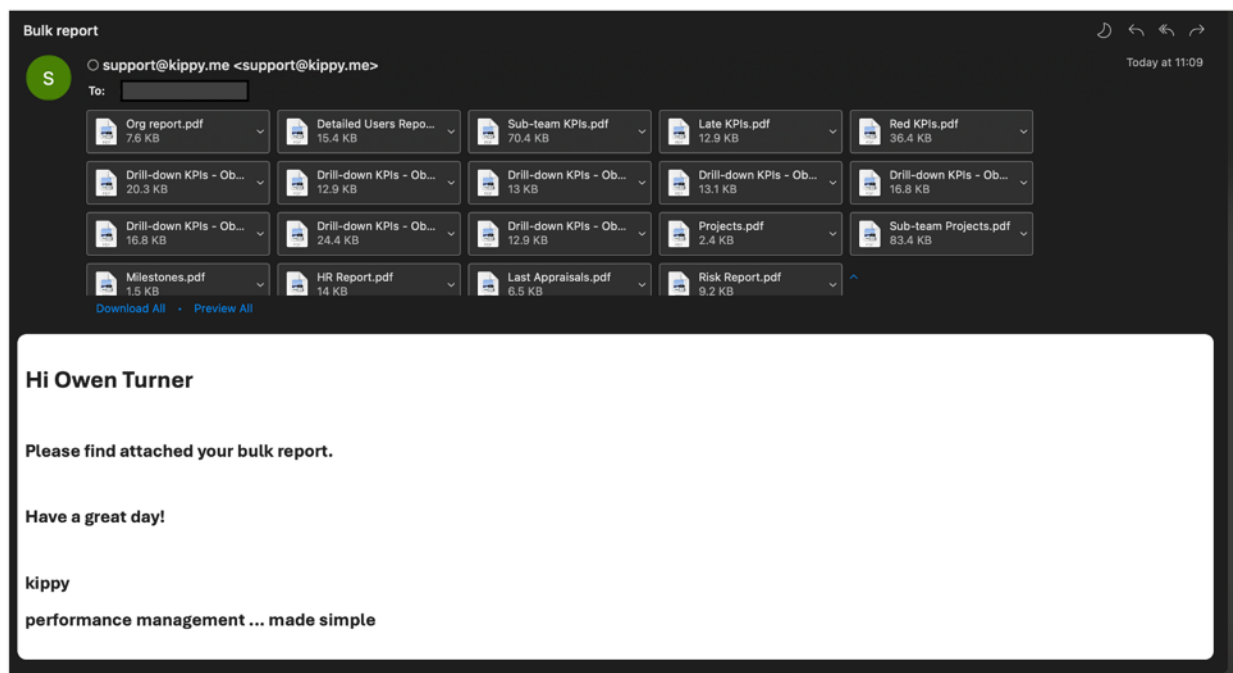
Email Previous Bulk Report (days of the month)
7

Email Bulk Report (include)
KPI reports, Drill down reports, Project reports, HR reports

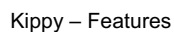
Silent mode? ☐

[EDIT PROFILE](#) [SEND BULK REPORT NOW](#)

Have the system email you all your selected reports on your selected schedule (e.g. every Monday, every 1st and 7th of the month, etc.) or sent immediately. Including reports for the previous month and factoring in user's Tree Depth.



Reports which include visuals can also be sent in PDF and Powerpoint format. See PDFShift Integration in Tools | Settings.

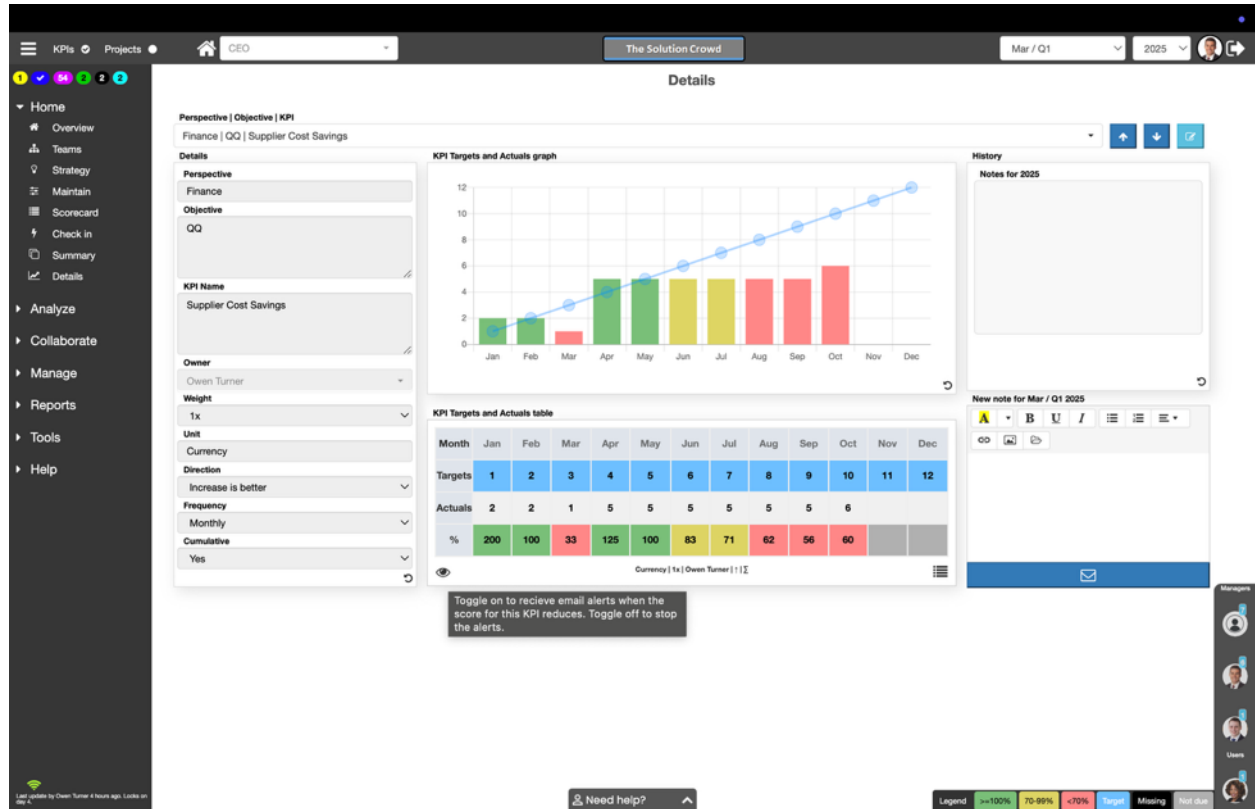


105



Watch List

Click eye-icon on each KPI/KR to add it to your watch list.



You will be emailed if the KPI/KR reduces in score.



Watch list

S

support@kippy.me <support@kippy.me>

To: nmannkhan@gmail.com

Today at 11:27

Watch List



The scores for the following KPIs has decreased

Team	KPI	Previous Score	Current Score	Score Difference
CEO	Number of governance training hours per employee	87%	62%	-25

Log in

If you need more help, email us at support@kippy.me

Click here to [unsubscribe](#) from these emails.



Risk Management

Risk Report

Risk and mitigations can be captured at Team, Project and Task level.

The risk items are then collated on a single Risk Report, summarizing the latest view on risk across the organisation.

Sign out

Risk Report (Jun 2022)

Team-level risks

Team	Key Achievements	Key Challenges & Risks	Outstanding Items	Required Decisions & Support
CEO	Revenue or sales you increased for the company. Money you saved for the company. Time you saved for the company. Problems you identified and solved. Ideas or innovations you introduced.	Failure to use appropriate risk metrics. ... Mismeasurement of known risks. ... Failure to take known risks into account. ... Failure in communicating risks to top management. ... Failure in monitoring and managing risks.	n/a	Sign-off on budget range. Org-wide comms to teams to buy in to process.

Project-level risks

Team	Objective	Project	Risk	Mitigation
CEO	Build a performance driven culture	Engagement Framework	- Inaccurate responses from survey participants - Limited budget to develop the framework and conduct the survey - Delay in Approval process	- Develop a comprehensive communication plan highlighting the ROI and benefits of the engagement framework - Third party to conduct the survey to ensure anonymity & confidentiality - Requesting internally streamlined approval process
CEO	Build a performance driven culture	Engagement Framework	- Inaccurate responses from survey participants - Limited budget to develop the framework and conduct the survey - Delay in Approval process	- Develop a comprehensive communication plan highlighting the ROI and benefits of the engagement framework - Third party to conduct the survey to ensure anonymity & confidentiality - Requesting internally streamlined approval process
CEO	Build a performance driven culture	Engagement Framework	- Inaccurate responses from survey participants - Limited budget to develop the framework and conduct the survey - Delay in Approval process	- Develop a comprehensive communication plan highlighting the ROI and benefits of the engagement framework - Third party to conduct the survey to ensure anonymity & confidentiality - Requesting internally streamlined approval process
Human Resources	Improve & automate efficient processes	Upgrading Performance Management System	Resisting change by middle management and other Senior staff	Increase buy-in throughout the project while supporting all teams

Task-level risks

Team	Type	Item	Note	Task Description	Task Comments
CEO	KPI	Total revenues from international market	I need to know why red	Forecast breakdown needed	Risk of allowed budget exceeding by \$56k - nauman.khan@thesolutioncrowd.com (20-Jun-2022 09:46)
CEO	KPI	Total revenues from international market	Please find attached latest report. Lorem_ipsum.pdf	Please breakdown by forecast	Budget forecast exceeds top range by \$56k - nauman.khan@thesolutioncrowd.com (20-Jun-2022 09:46)

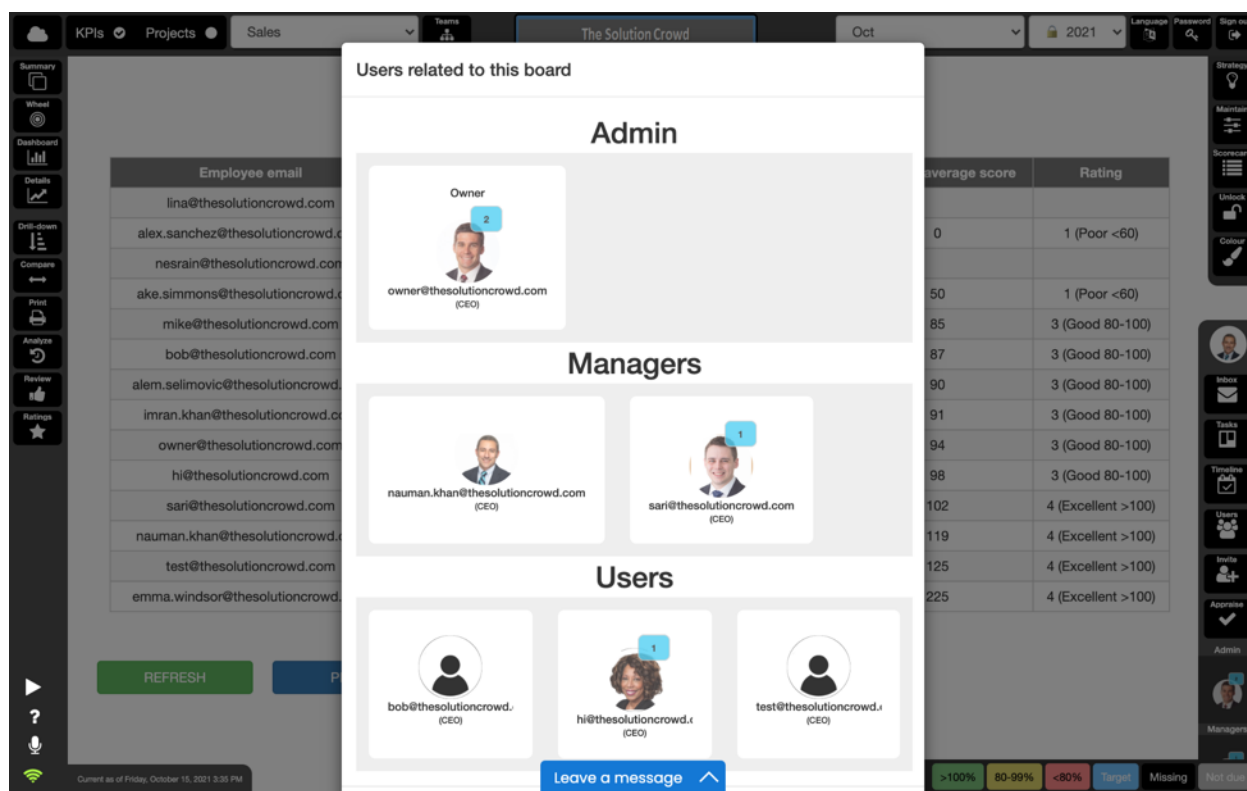
Generated: Mon Jun 20 10:33:12 UTC 2022

Governance

All this is controlled with automated governance.

Roles

Only the appropriate users, with the appropriate roles, for the appropriate teams can view and edit the appropriate information.



The screenshot shows the Kippy dashboard interface. A modal window titled "Users related to this board" is open, displaying a list of users categorized by role: Admin, Managers, and Users. The background dashboard shows a table of employee emails and a sidebar with navigation options.

Users related to this board

Admin

- Owner: owner@thesolutioncrowd.com (CEO)

Managers

- nauman.khan@thesolutioncrowd.com (CEO)
- sari@thesolutioncrowd.com (CEO)

Users

- bob@thesolutioncrowd.com (CEO)
- hi@thesolutioncrowd.com (CEO)
- test@thesolutioncrowd.com (CEO)

At the bottom of the modal, there is a button labeled "Leave a message".

Managers have additional screen to perform HR functions.

Organisations can configure the access mode according to their company policy.

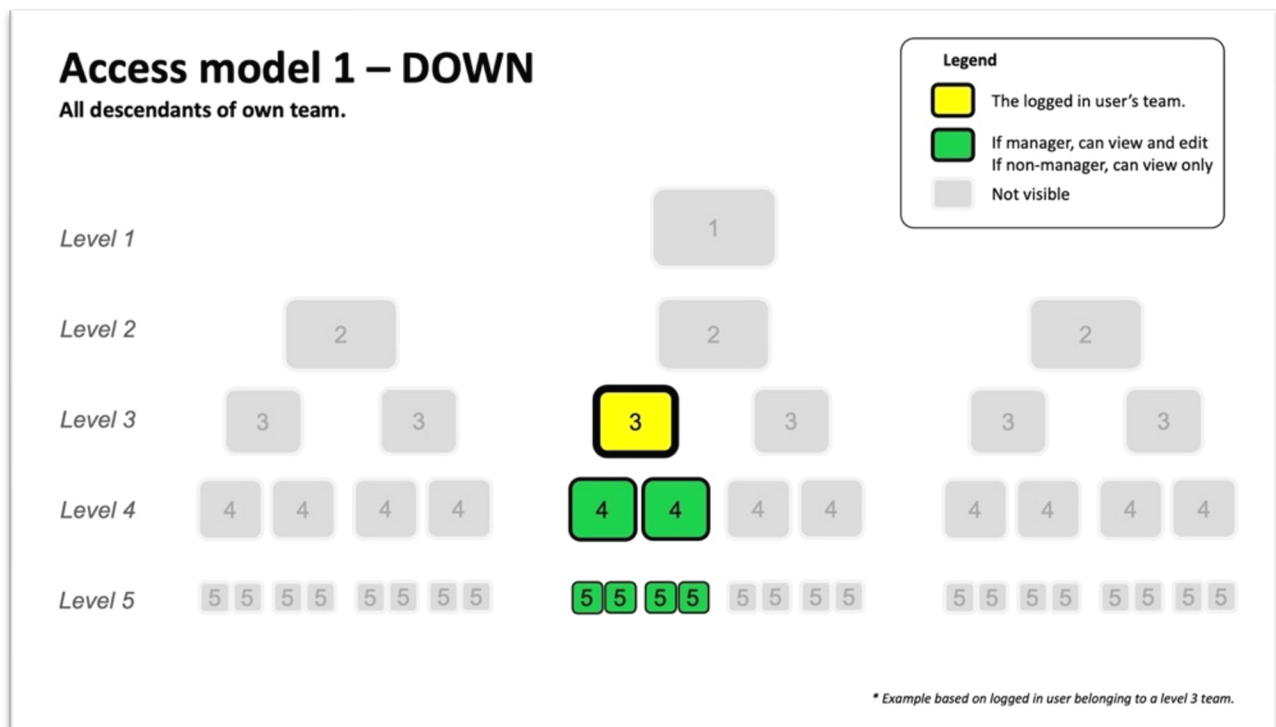
Team visibility model

Access mode

DOWN: All descendants of own team.

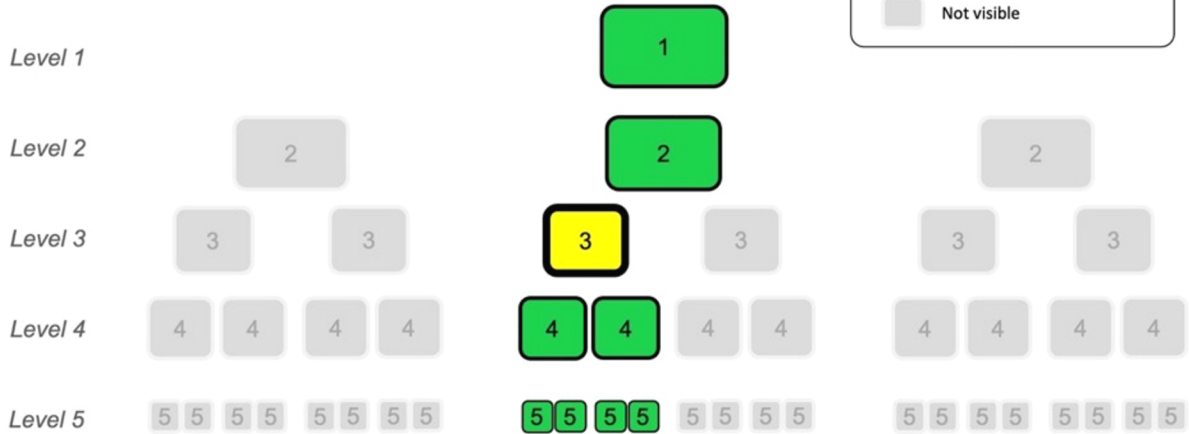
SAVE ACCESS MODE

The 5 access modes are explained below. These can be customized further, as per specific requirements.



Access model 2 – UP-DOWN

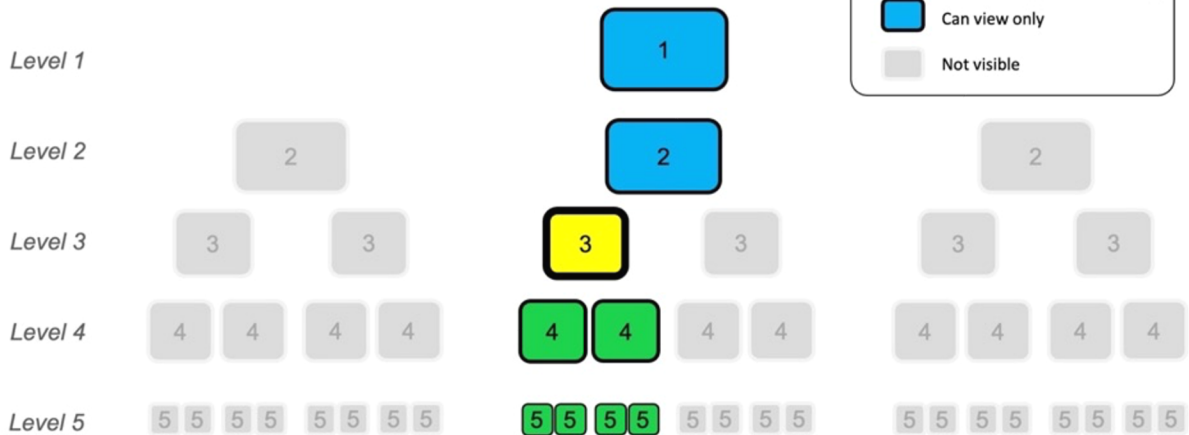
All descendants of own team. Plus, direct ancestors of own team, and managers can edit those ancestors.



* Example based on logged in user belonging to a level 3 team.

Access model 3 – UP-DOWN RESTRICTED

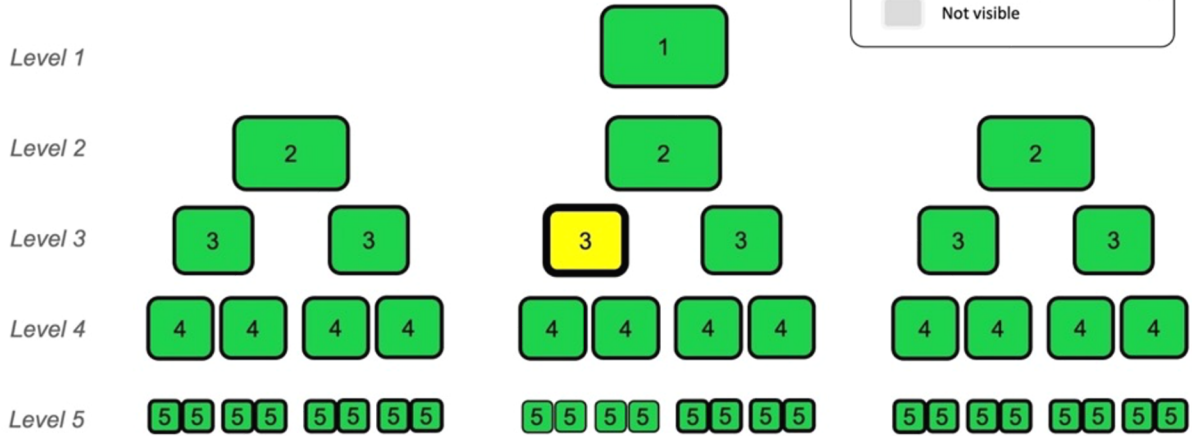
All descendants of own team. Plus, direct ancestors of own team, but managers can not edit those ancestors.



* Example based on logged in user belonging to a level 3 team.

Access model 4 – FULL

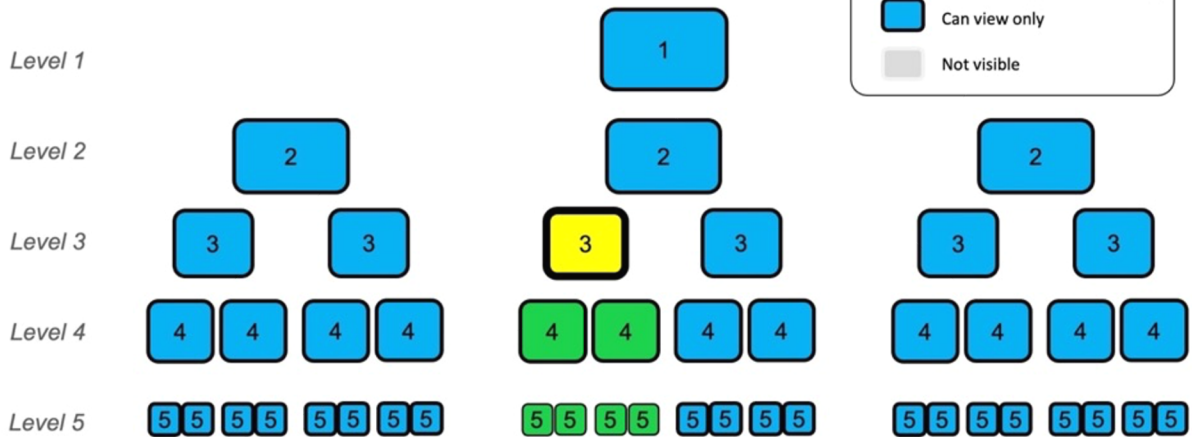
All teams, anywhere in the organisation. Managers can edit any team.



* Example based on logged in user belonging to a level 3 team.

Access model 5 – FULL RESTRICTED

All teams, anywhere in the organisation. Managers can only edit descendants of own team.



* Example based on logged in user belonging to a level 3 team.



Cross-functional teams

Roles and permissions are hierarchical by default but can be overloaded to give a user access to teams outside of their hierarchy by assigning them 'additionalTeams'. This allows management of a matrix organisation.

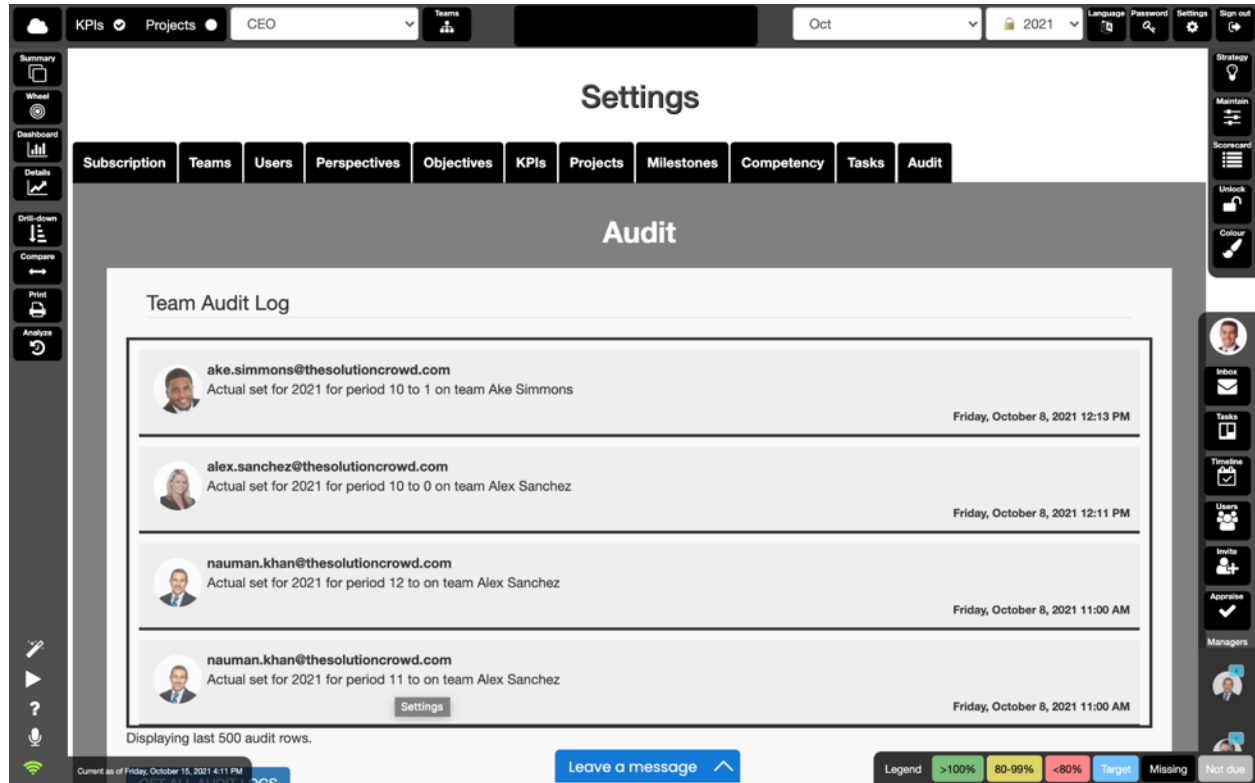
A manager can also be marked as the primary manager for a team. This helps e.g. when a team has many managers, or a sub-team manager has temporary responsibilities for also managing the department.

See <https://www.kippy.cloud/user-roles> for more info.

Auditing

Every change is automatically audited in an immutable log.

System owners can review the system-wide audit log.



Settings

Subscription Teams Users Perspectives Objectives KPIs Projects Milestones Competency Tasks **Audit**

Audit

Team Audit Log

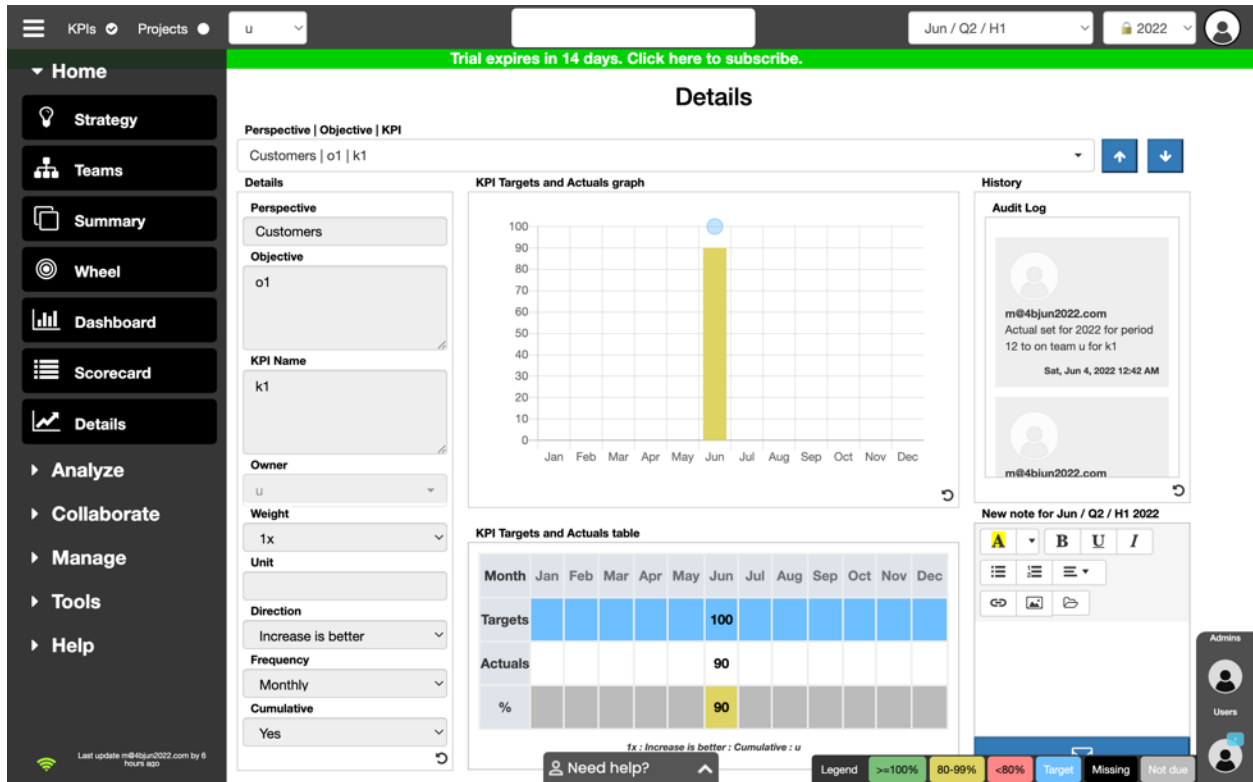
	ake.simmons@thesolutioncrowd.com Actual set for 2021 for period 10 to 1 on team Ake Simmons	Friday, October 8, 2021 12:13 PM
	alex.sanchez@thesolutioncrowd.com Actual set for 2021 for period 10 to 0 on team Alex Sanchez	Friday, October 8, 2021 12:11 PM
	nauman.khan@thesolutioncrowd.com Actual set for 2021 for period 12 to 0 on team Alex Sanchez	Friday, October 8, 2021 11:00 AM
	nauman.khan@thesolutioncrowd.com Actual set for 2021 for period 11 to 0 on team Alex Sanchez	Friday, October 8, 2021 11:00 AM

Displaying last 500 audit rows.

Legend: >100% 80-99% <80% Target Missing Not due

An audit log of all changes with audit reports including:

- per KPI
- per Project
- per User
 - including when each user logged in
 - including changes to KPI's the user is an owner for.





History

Audit Log

 nauman.khan@thesolutioncrowd.com Task deleted for 2021 period 2 on team CEO for Awareness has spread Saturday, September 25, 2021 4:33 PM
 nauman.khan@thesolutioncrowd.com Task added for 2021 period 9 on team CEO for Awareness has spread Saturday, September 25, 2021 4:33 PM
 nauman.khan@thesolutioncrowd.com Task deleted for 2021 period 2 on team CEO for Awareness has spread Thursday, August 12, 2021 8:22 AM


Every appraisal is logged.



Kippy – Features

The screenshot displays the Kippy application interface. On the left is a dark sidebar with navigation links: Home, Analyze, Collaborate, Inbox, Tasks, Timeline, Users, Invite, Appraisals, Manage, Tools, and Help. The main content area has a top header with a trial notice: "Trial expires in 14 days. Click here to subscribe." Below this are buttons for "CANCEL" and "SAVE COMPETENCIES". The "History" section shows a list of appraisals. The "Audit Log" section displays a detailed appraisal record for user "m@4bjun2022.com" dated "Sat, Jun 4, 2022 7:33 AM". The "KPI Graphs" section is partially visible at the bottom. A "Need help?" button is located in the bottom right corner. The interface also includes a top navigation bar with "KPIs" and "Projects" tabs, a search bar, and a user profile icon.



Staff Lens | Hi Jones (hi@thesolutioncrowd.com)

[Acknowledge KPIs](#) | [Annual](#) | [9Box](#) | [Review KPIs](#) | [Audit](#)

User's Audit Report for Hi Jones (hi@thesolutioncrowd.com)
(Feb 2024)

Modified on	Modified by	Team	Item	Message
03-Feb-2024 19:37:22	nauman.khan@thesolutioncrowd.com	KSA	OPEX budget performance	Note added for 2023 period Dec
14-Jan-2024 14:38:16	owner@thesolutioncrowd.com	Sales	Expansion International Action Plan	KPI approved
14-Jan-2024 14:38:16	owner@thesolutioncrowd.com	Sales	Expansion International Action Plan	Changed KPI details
14-Jan-2024 14:38:16	owner@thesolutioncrowd.com	Sales	Expansion International Action Plan	KPI moved
14-Jan-2024 13:48:45	owner@thesolutioncrowd.com	Operations	Efficiency Improvement Plan	KPI approved
14-Jan-2024 13:48:45	owner@thesolutioncrowd.com	Operations	Efficiency Improvement Plan	Changed KPI details
14-Jan-2024 13:48:45	owner@thesolutioncrowd.com	Operations	Efficiency Improvement Plan	KPI moved
14-Jan-2024 13:01:21	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 12 to 90
14-Jan-2024 13:01:21	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 11 to 90
14-Jan-2024 13:01:21	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 10 to 90
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 9 to 90
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 8 to 85
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 7 to 85
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 6 to 85
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 5 to 85
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 4 to 80
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 3 to 80
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 2 to 80
14-Jan-2024 13:01:20	owner@thesolutioncrowd.com	KSA	OPEX budget performance	Actual set for 2024 for period 1 to 80

Change log report

A primary manager also has access to a report of key actions, which highlights only the pertinent activities under taken in their team and sub-teams. This is automatically emailed to the primary manager every night.

Change Log Report for Owen Turner (owner@thesolutioncrowd.com)
(Oct 2025)

On	By	Team	Item	Message
02-Oct-2025 09:02:05	owner@thesolutioncrowd.com	CEO	Supplier Cost Savings	Actual set for 2025 for period 9 to 25

Print

Previous month

Next month

Download

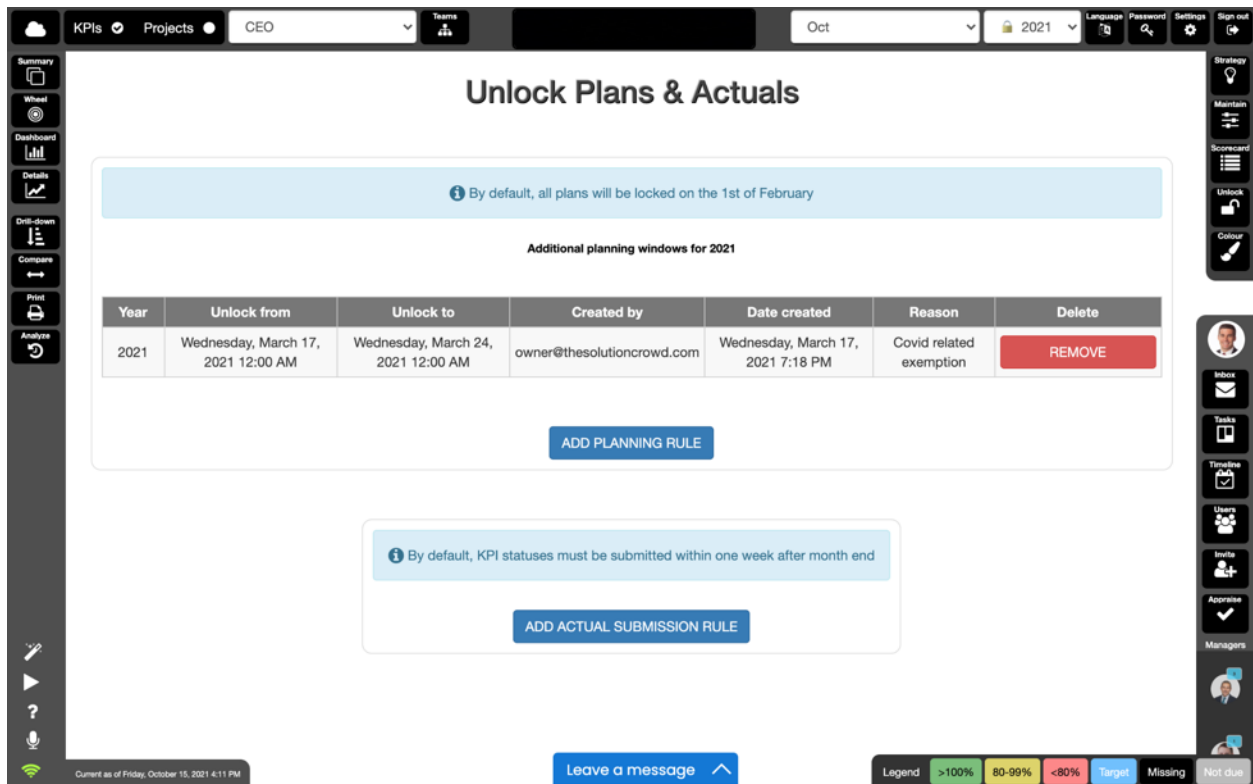
Generated: Fri Oct 03 11:30:17 UTC 2025



Change freezes

Modifications and submissions are locked by the system, according to Plan and Actual submission windows which mandate

- who can change what
- when it must be changed by
- notifications, escalations, penalties for missed submissions
- exemptions for special circumstances, as authorized by the appropriate admin users with heightened permissions



Unlock Plans & Actuals

By default, all plans will be locked on the 1st of February

Additional planning windows for 2021

Year	Unlock from	Unlock to	Created by	Date created	Reason	Delete
2021	Wednesday, March 17, 2021 12:00 AM	Wednesday, March 24, 2021 12:00 AM	owner@thesolutioncrowd.com	Wednesday, March 17, 2021 7:18 PM	Covid related exemption	REMOVE

ADD PLANNING RULE

By default, KPI statuses must be submitted within one week after month end

ADD ACTUAL SUBMISSION RULE

Leave a message

Legend: >100% 80-99% <80% Target Missing Not due



The screenshot shows the Kippy dashboard interface. At the top, there's a navigation bar with tabs for KPIs, Projects, and CEO. A modal titled "Add actual submission rule" is open in the center. It contains two input fields: "Range" with the value "Fri, October 15, 2021 @ 00:00 - Fri, October 22, 2021 @ 00:00" and "Reason" which is empty. Below these fields are two buttons: "CANCEL" (orange) and "ADD ACTUAL SUBMISSION RULE" (blue). In the background, a table lists submission rules. The first row shows a rule for the year 2021, unlocked from Wednesday, March 17, 2021 12:00 AM to Wednesday, March 24, 2021 12:00 AM, created by owner@thesolutioncrowd.com, with a date created of Wednesday, March 17, 2021 7:18 PM, and a reason of "Covid related exemption". A "REMOVE" button is next to this rule. Below the table is an "ADD PLANNING RULE" button. At the bottom of the modal area, there's a message box stating "By default, KPI statuses must be submitted within one week after month end" with an "ADD ACTUAL SUBMISSION RULE" button below it. The dashboard also features a sidebar with various icons and a top right corner with user settings and a sign-out button.

Year	Unlock from	Unlock to	Created by	Date created	Reason	Delete
2021	Wednesday, March 17, 2021 12:00 AM	Wednesday, March 24, 2021 12:00 AM	owner@thesolutioncrowd.com	Wednesday, March 17, 2021 7:18 PM	Covid related exemption	REMOVE

Period Lock Days

Number of days after month-end

SAVE PERIOD LOCK DAYS

Inactivations

Inactivate KPIs, KRs, objectives, projects and Teams by year.

Home

Analyze

Collaborate

Reports

Tools

Help

1

✓

✓

44

1

✓

Inactivate

Maintain Inactivate Objective

Objective to inactivate

Optimize capital & operating expenditure

Inactivate objective years

Inactivate objective years

SET OBJECTIVE

Bulk Inactivate Objectives

Objectives to inactivate

Optimize capital & operating expenditure, Increase customer base & products and services, Teaching and Learnir

Inactivate objective years

Inactivate objective years

SAVE OBJECTIVES

Inactivate KPI

KPI to inactivate

Customer Acquisition Rate

Inactivate KPI years

2020,2021,2022

SAVE INACTIVATE KPI YEARS

Inactivate Project

Project to inactivate

Nothing selected

Inactivate Project years

Inactivate Project years

SAVE INACTIVATE PROJECT YEARS

All inactivations

< not loaded >

GET INACTIVE ITEMS

Objectives can also be inactivated in bulk (by multi-selecting objectives). The inactivation is cascaded down to all levels (based on the Parent Team Objective linking).

Quick set-up

Use kippy to organically define your strategy and performance management. Contact us to help you import your existing data.

Import all your team KPIs in one go with a simple copy and paste from Excel.

Bulk import your existing kpi, projects, forecasts and actuals using a pre-built kippy excel template.

Quick Set

	Approved	Objective *	KPI Name *	Formula	Unit
1	☐	increase profit margins	dx		\$
2	☒	increase profit margins	Net Profit Margin		%
3	☒	increase profit margins	Operating Profit Margin		%
4	☒	increase sales for key product	% increased market share		%
5	☒	increase sales for key product	DX		&
6	☐	increase sales for key product	increase sales by 15% per year		\$
7	☒	Increase annual bonuses by 90% for 10% of sector employees	Customer Lifetime Value (CLV)		Currency M
8	☐	Increase annual bonuses by 90% for 10% of sector employees	New Business Acquisition Rate		Customers per month
9	☒	Increase annual bonuses by 90% for 10% of sector employees	Return on Investment (ROI)	=CLOUD.KIPPY.SCORE.RANGE(20,80)	%
10	☒	Increase annual bonuses by 90% for 10% of sector employees	Revenue Growth Rate		%
11	☒	Increase annual bonuses by 90% for 10% of sector employees	عدد الموظفين الذين حصلوا على زيادة في المكافآت السنوية		عدد
12	☐	Increase annual bonuses by 90% for 10% of sector employees	معدل زيادة المكافآت السنوية		%
13	☒	Increase annual bonuses by 90% for 10% of sector employees	نسبة زيادة المكافآت السنوية للموظفين		%
14	☐	Increase customer retention	Customer Retention Rate		%

SAVE

CANCEL

ADD ROW

Need help?



KIPs

Projects

CEO

The Solution Crowd

Feb

2024

HomeAnalyzeCollaborateReportsToolsHelp

97 unapproved KIPs2 self-appraisals to review

Settings

SetupConfigSubscriptionTeamsUsersPerspectivesObjectivesKPIProjectsMilestonesCompetencyTasksAuditIntegrationsReports

Setup

Import team

Download the kippy template, populate it with all the data for this team and upload it all in one go.

Please upload a **kippy template**

Choose file

No file chosen

UPLOAD

Set up mode

Unlock all planning and actual submissions

OFF

Show quickset up for managers

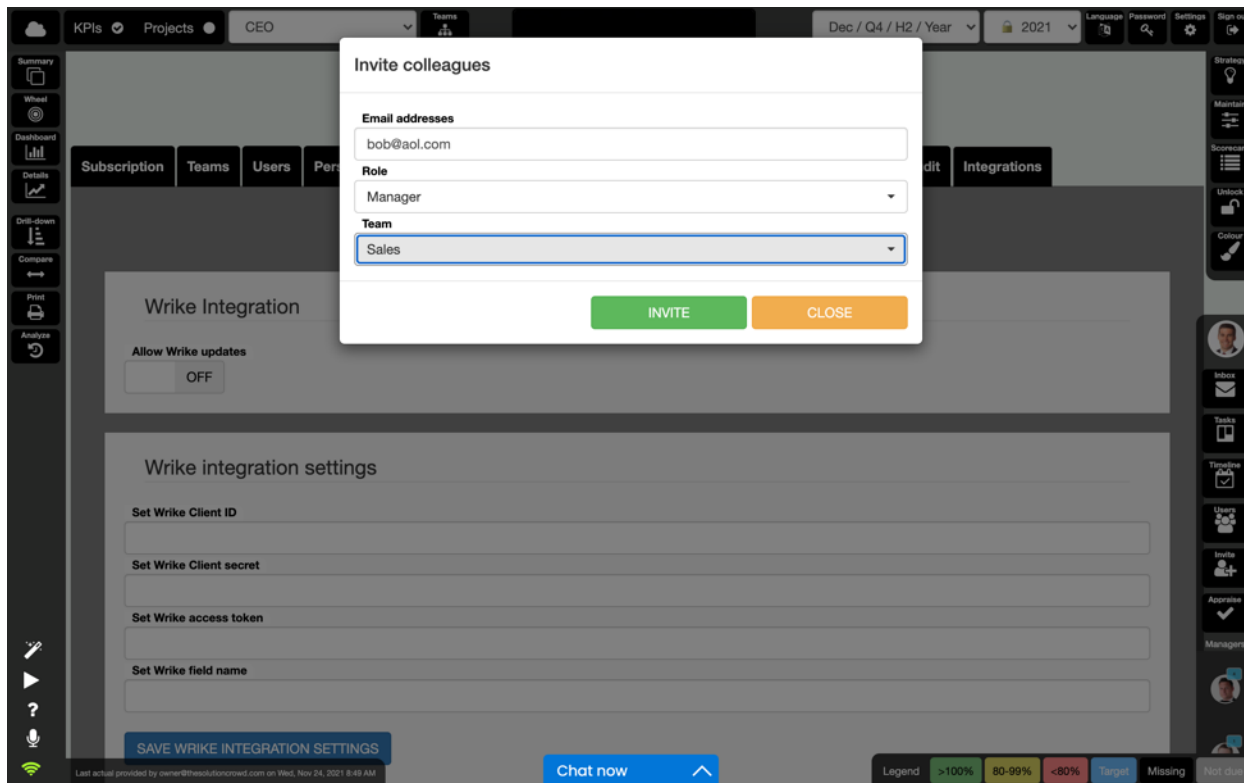
ON

Need help?

User management

Simple in-app management

Manage users in app (or Integrate with your internal JML “joiner-move-leaver” process).



Invite additional users to teams with particular roles. Invitations based on inviter's role and cascading privileges.

Users can be added with alias email addresses, as silent (so not receive any email notifications), as unlicensed users (who can be managed in the system but not login themselves) and hidden (so that they do not appear in reports e.g. for admin and system-to-system users).

Users can use their alias email address as the login username.

Other meta-data can also be stored about users including grades, designations, employee ID and additional information.



View all users in one report.

Sign out

User Report

Kippy Users (15)

Name	Email address	Role	System Owner	Team	Alias	Tree depth	Grade	Additional user info
Nauman Khan	nauman.khan@thesolutioncrowd.com	Manager	No	CEO	norm_khan@hotmail.com			
Hi Jones	hi@thesolutioncrowd.com	User	No	CEO				
Emma Windsor	emma.windsor@thesolutioncrowd.com	User	No	Emma Windsor				
	test@thesolutioncrowd.com	User	No	CEO				
Sari Kana	sari@thesolutioncrowd.com	Manager	No	CEO				
Lina Maher	lina@thesolutioncrowd.com	Manager	No	Business Support				
Ake Simmons	ake.simmons@thesolutioncrowd.com	User	No	Ake Simmons				
	owner@thesolutioncrowd.com	Manager	Yes	CEO				
Alem Selimovic	alem.selimovic@thesolutioncrowd.com	Manager	No	Operations				
Imran Khan	imran.khan@thesolutioncrowd.com	Manager	No	UK				
Mike Lastes	mike@thesolutioncrowd.com	Manager	No	Human Resources				
Alex Sanchez	alex.sanchez@thesolutioncrowd.com	User	No	Alex Sanchez				
Nesrain Etihad	nesrain@thesolutioncrowd.com	Manager	No	MENA				
Bod Black	bob@thesolutioncrowd.com	User	No	CEO				
Joe Mardesrt	joe@thesolutioncrowd.com	User	No	CEO				

[Back](#) [Print](#)

Generated: Wed Jun 22 19:28:14 UTC 2022

Manage your own user profile



KPIs Projects

CEO

The Solution Crowd

Sep / Q3

2022

Home

Strategy

Teams

Summary

Wheel

Dashboard

Scorecard

Details

Maintain

Analyze

Collaborate

Reports

Tools

Help

Last update Nauman Khan by 13 days ago

My profile

Email nauman.khan@thesolutioncrowd.com

Role Manager

User's team CEO

Alias norm_khan@hotmail.com

Name Nauman Khan

Grade Exec

Designation CEO

Tree Depth

EDIT PROFILE

Voice-activated presentation mode

Profile picture

Choose file No file chosen

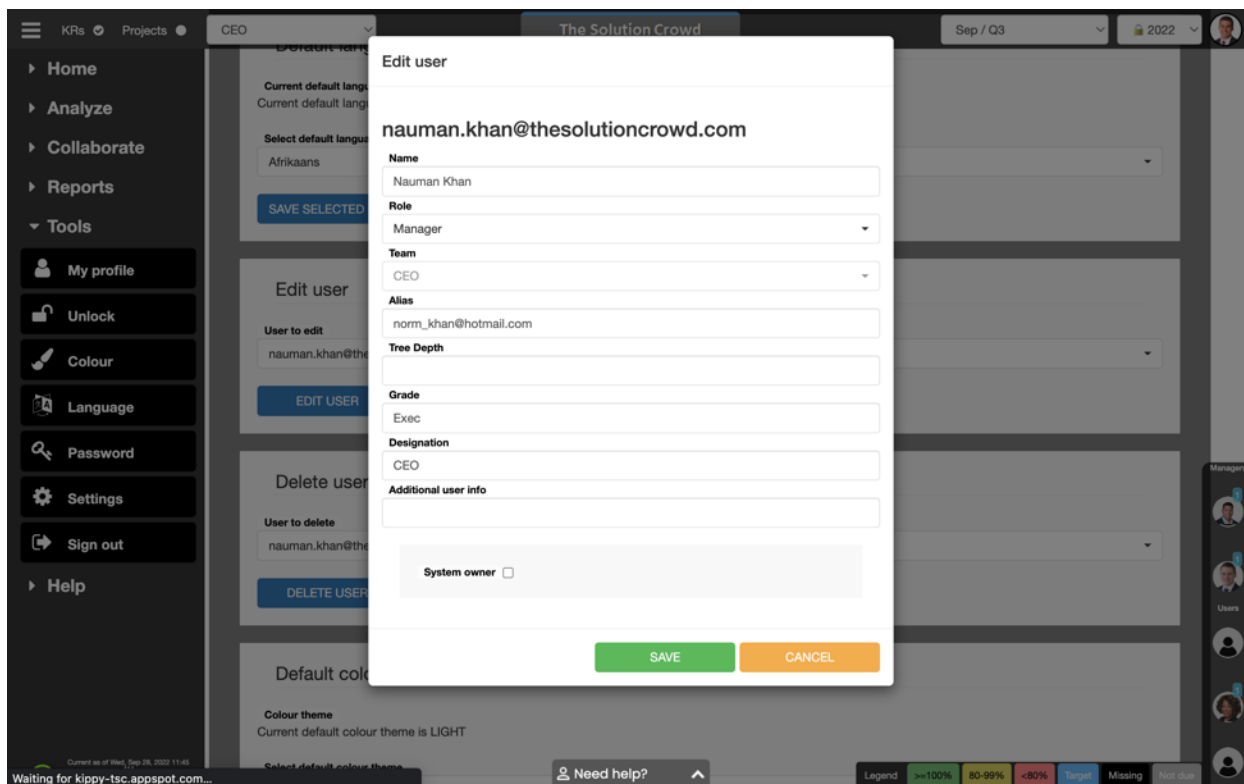
Need help?

Legend >=100% 80-99% <80% Target Missing Not due

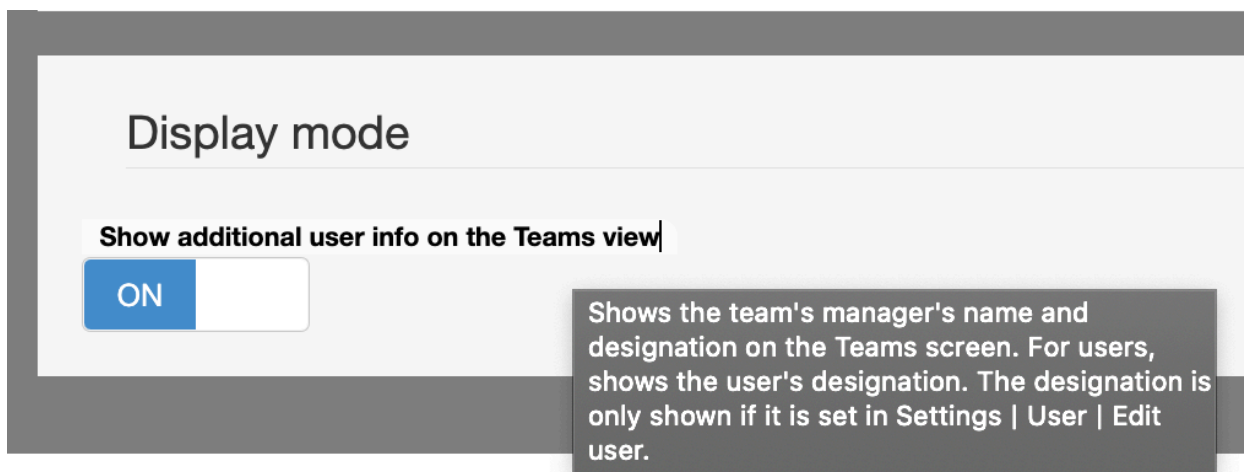
Managers

Users

Manage profile of your teams' users



Augment dashboards with additional user info





Tree depth

Configure amount of information shown to each user by team level.

This is useful if certain users don't want to be overloaded with low-level data.

For example, in an organisation with 7 levels - if CEO tree depth equals 3, CEO will only see Level 1, 2 and 3 information.



Reminders

The system sends automatic reminders, including optionally escalating to managers.

kippy Support
Reminder
To: nauman.khan@thesolutioncrowd.com

2 October 2021 at 13:02

S

Reminder



Please update last months actuals for the following items

Team	Project Milestone or KPI	Name
CEO	KPI	Invite new prospects

Log in

If you need more help, email us at support@kippy.me

Click here to [unsubscribe](#) from these emails.

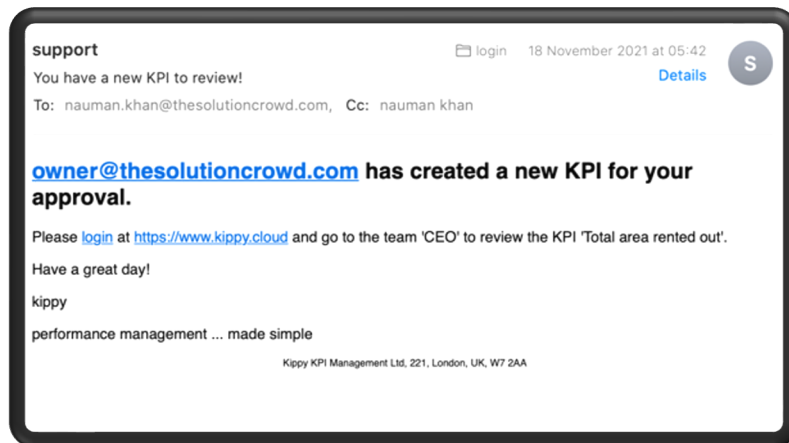
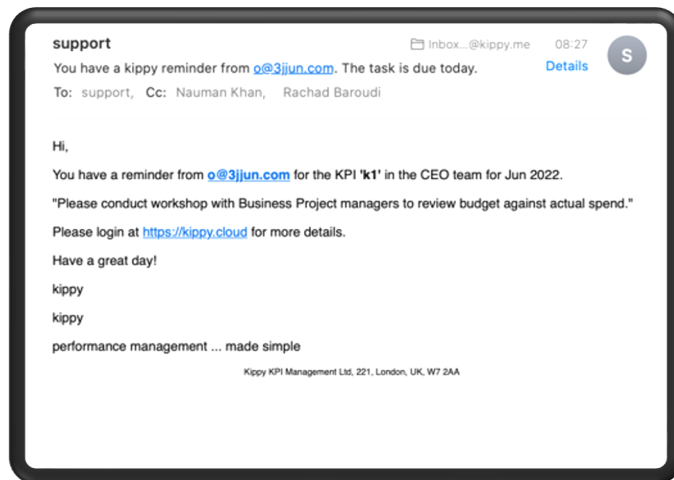
Kippy KPI Management Ltd, 221, London, UK, W7 5AA

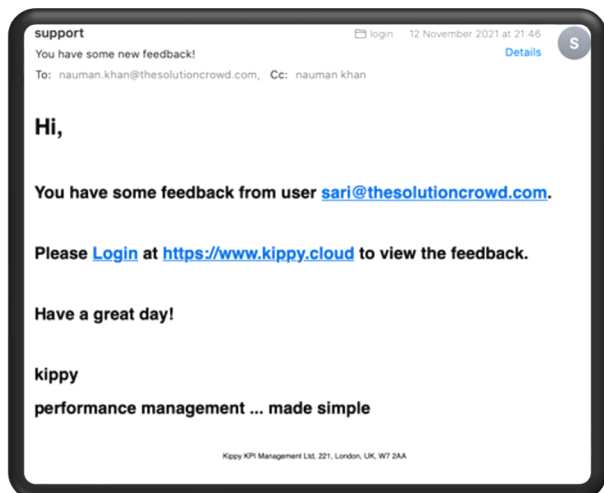
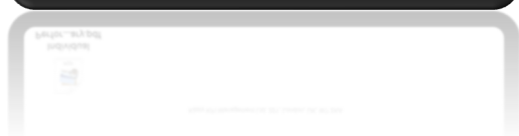
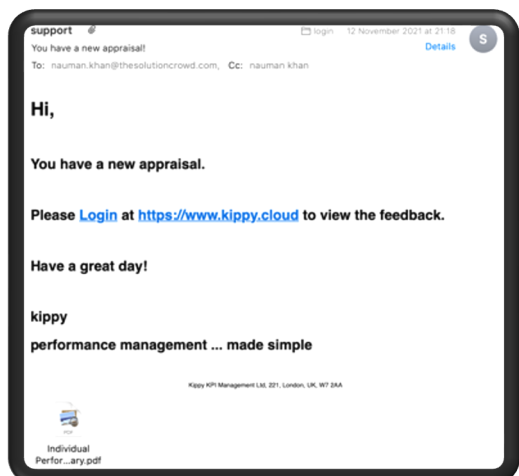


Notifications

By default, the system sends employees email notifications in numerous scenarios, including:

- Late or overdue actual submissions
- Reminders of tasks based on reminder dates and due dates
- Draft KPIs needing approval
- Approved KPIs needing update
- Self-appraisals to managers
- Appraisals by managers
- Notes attached to KPIs and Projects of interest to the employee
- Feedback received





Each user can also set a “Silent mode” in their user profile, so they do not receive kippy notification emails.



Hosting options

All this provides a solution that is:

- A flexible appraisal mechanism for all staff, at any cadence, fully aligning everything top-down and bottom-up
- An always live view of corporate health by every dimension with data accuracy
- A low-friction framework for continuous improvement

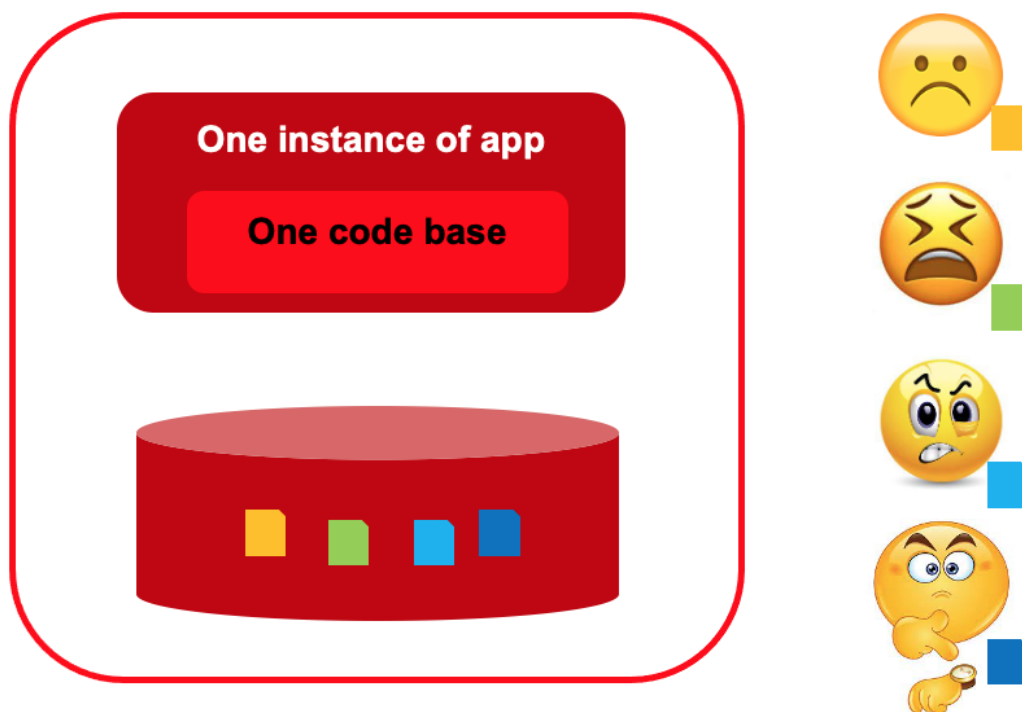
From a technical perspective, kippy is unique in that it does NOT provide a rigid Commercial off-the-shelf product.

Instead, a totally standalone kippy instance will be deployed to a cloud or infrastructure of your choosing.

As well as configuration of the capabilities, the code for the core product will be branched just for you, allowing any low-level changes to be made specifically for you.

Other SaaS providers have one product for all their clients. They usually segment the data - but the app and features remain identical for all clients. A one-size fits all solution!

Other SaaS solutions



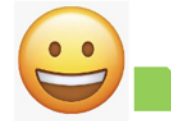
What does that mean for you? You have to put your requirements in a shared backlog for all your clients. You have to wait for the next major release. You have to do workarounds in your business processes to fit the constraints of their product.

What approach does kippy take? We deploy your very own isolated instance. We create bespoke functionality to perfectly fit your needs (and then later putting them behind feature switches for everyone else).

What does this mean for you? You don't have to put your requirements in a shared backlog for all our clients. You don't have to wait for our next major release. You don't have to do workarounds in your business processes to fit our product.



kippy cloud solution



Web APIs

This isolation increases agility, and so do the kippy web APIs. Every activity in the kippy user interfaces can also be performed by invoking simple web APIs, so information can be automatically pushed and pulled from and to any system.



What does this mean for you? You can easily pull in employee performance for a specific set of KPIs from any tool or system used in your organisation. You can push any appraisal, discussion, report, etc. to any other tool or system used in your organisation.

More details on the APIs available here <https://www.kippy.cloud/api>

Functions

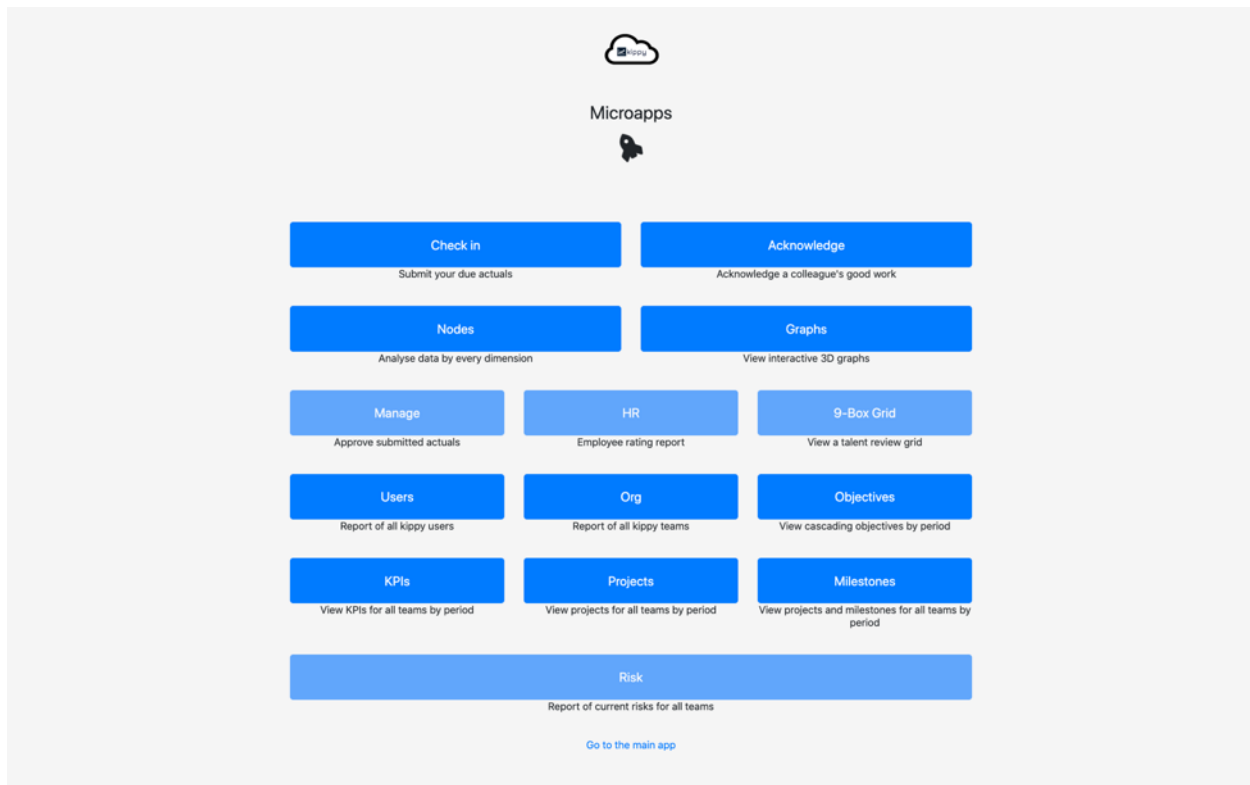


Pull and transform data without coding or support from IT. Dynamically set your actuals by referencing other KPIs with functions like add, subtract, multiply, divide, percentage and average.

Need a new function or adapter, we'll make it for you. Want to code your own, we'll host it for you. Want to host it yourself, we'll call it as needed. Want to push the values, call our APIs. Whatever your use case, we've got you covered!



Microapps



No matter how great a dashboard, report or app user interface is, it will never be perfect for every persona, in every company, in every situation.

Kippy comes with great user interfaces by default, but also lets you create user specific micro-apps with custom reports and dashboards, geared exclusively to a particular person, for a specific use case, just for your organisation.

So don't just use your tools, love them!

Dedicated environments



Need one or more non-prod environments? Spin up as many non-prod environments as you need - in minutes!

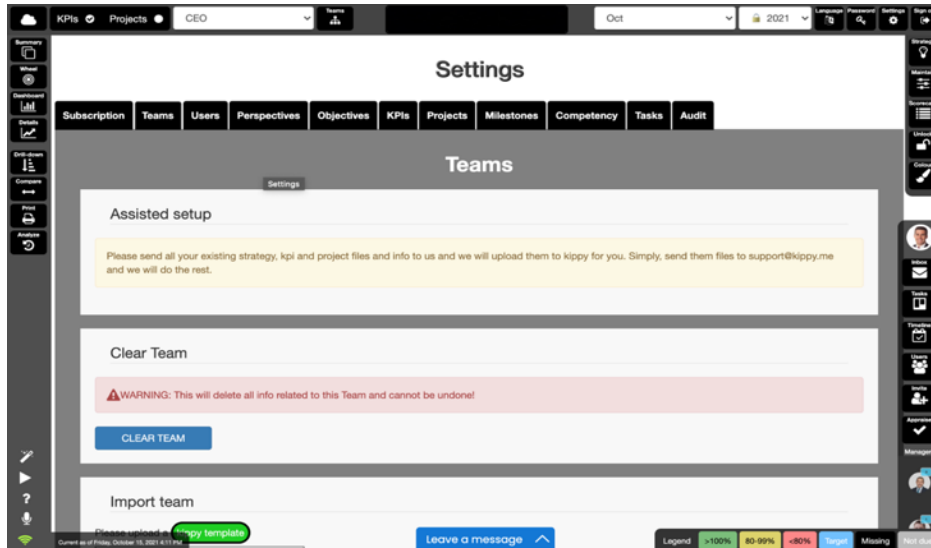
Your Kippy instance can be deployed to

- the shared Google Cloud (in London),
- in other Google Cloud AppEngine instances around the world,
- on other cloud providers,
- on your hosting partners infrastructure
- on your own infrastructure

Your kippy instance can also be deployed with different configurations for high-resilience and failover.

Fully configurable

Everything in kippy is self-configurable via the in-built admin console.



This includes

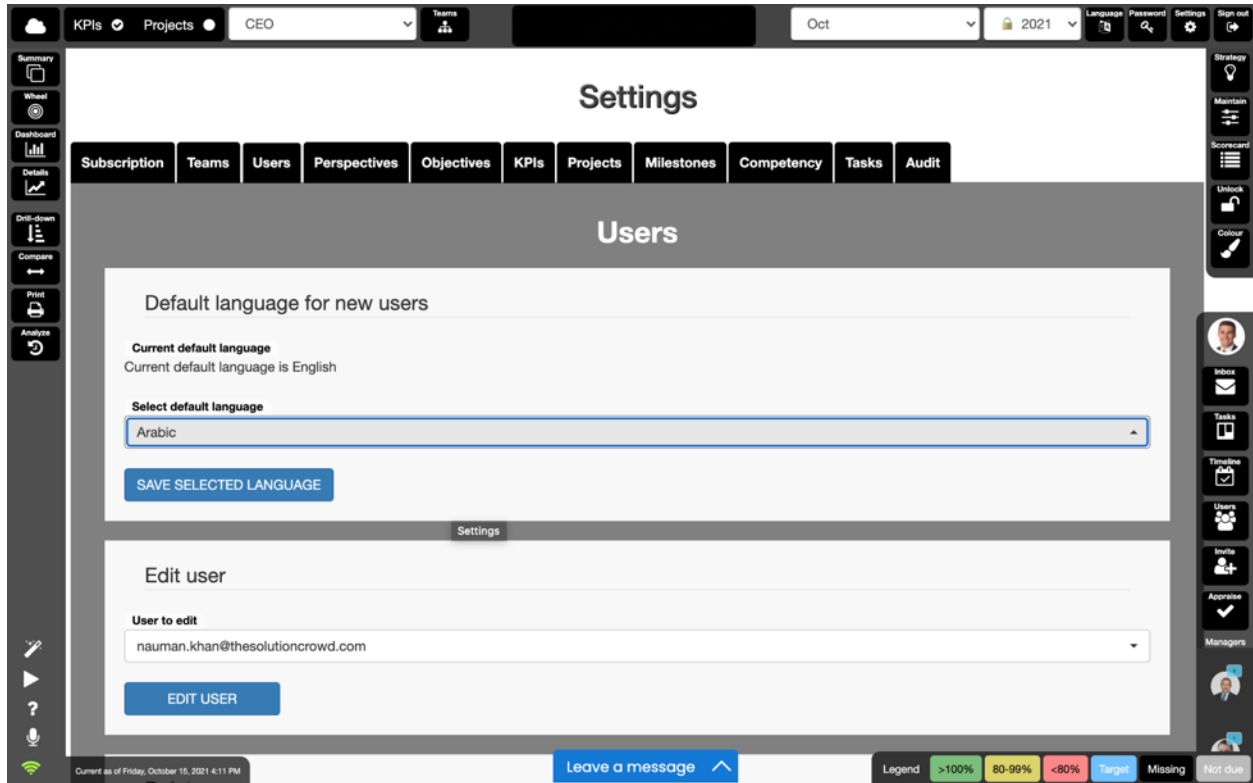
- changing 1x,2x,3x to greater than 3 (e.g. 1x to 100x)
- locking appraisals
- complex weighting and score calculation configuration
- changing default language and color themes
- resetting passwords
- full user management
- edit, rename, move and delete perspectives, objectives, KPIs, projects and milestones
- appraisal competencies with descriptions and weighting
- feedback criteria
- temporarily disabling appraisals for the whole organisation
- workflow of task Kanban columns
- no-code system-to-system integration (see Wrike demo, JD Edwards demo, Microsoft Dynamics 365 demo)
- the list of values in each competency drop down in the appraisal screen
- set new KPIs, objectives, projects to be inactive by default for previous years
- modifying the start of org reporting cycle e.g. 'January to December' becomes 'April to next March'.
- restrict all KPI scores between 0 and 100.
- set the upper and lower bound of that restriction for all KPIs (i.e. from 0 and 100 to other numbers)
- change the days after month reminders should be sent on
- set the days that reminders should also be escalated to the KPI/KR owners manager
- change the score thresholds for the RAG (red amber green) status for KPIs and Projects

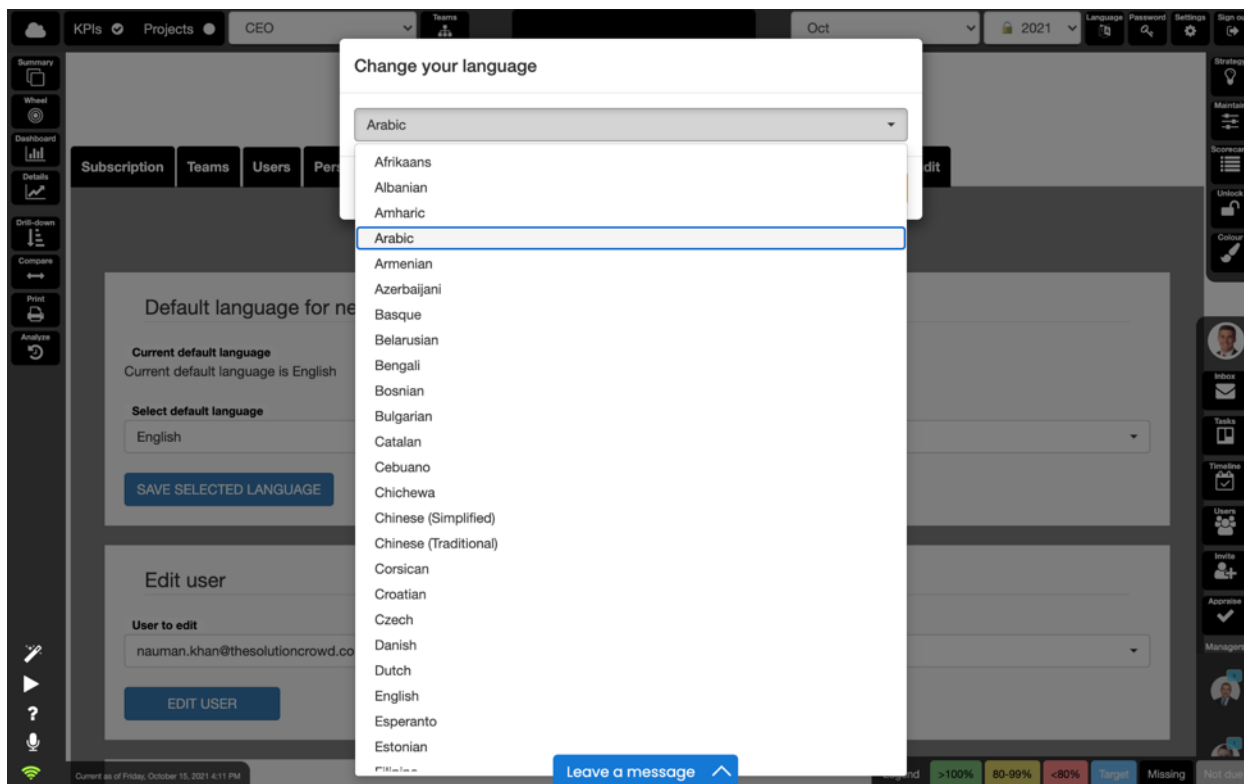


- allow managers to quick set up
- ensure managers set appraisal notes before saving appraisal
- allow full unlock of the system whilst setup is being completed
- calculating non-cumulative KPI/OKR scores on the last score vs the average of the scores that year to date.
- bulk import users and competencies

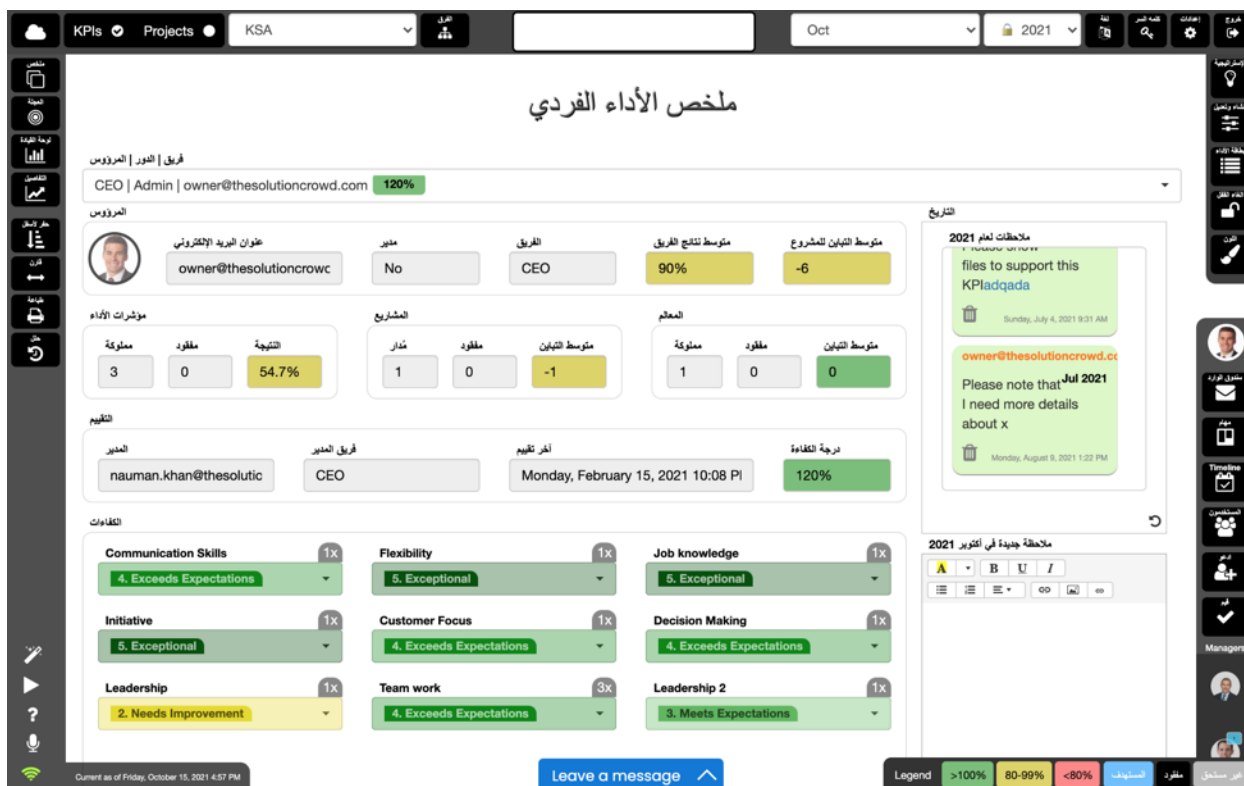
Multi-language

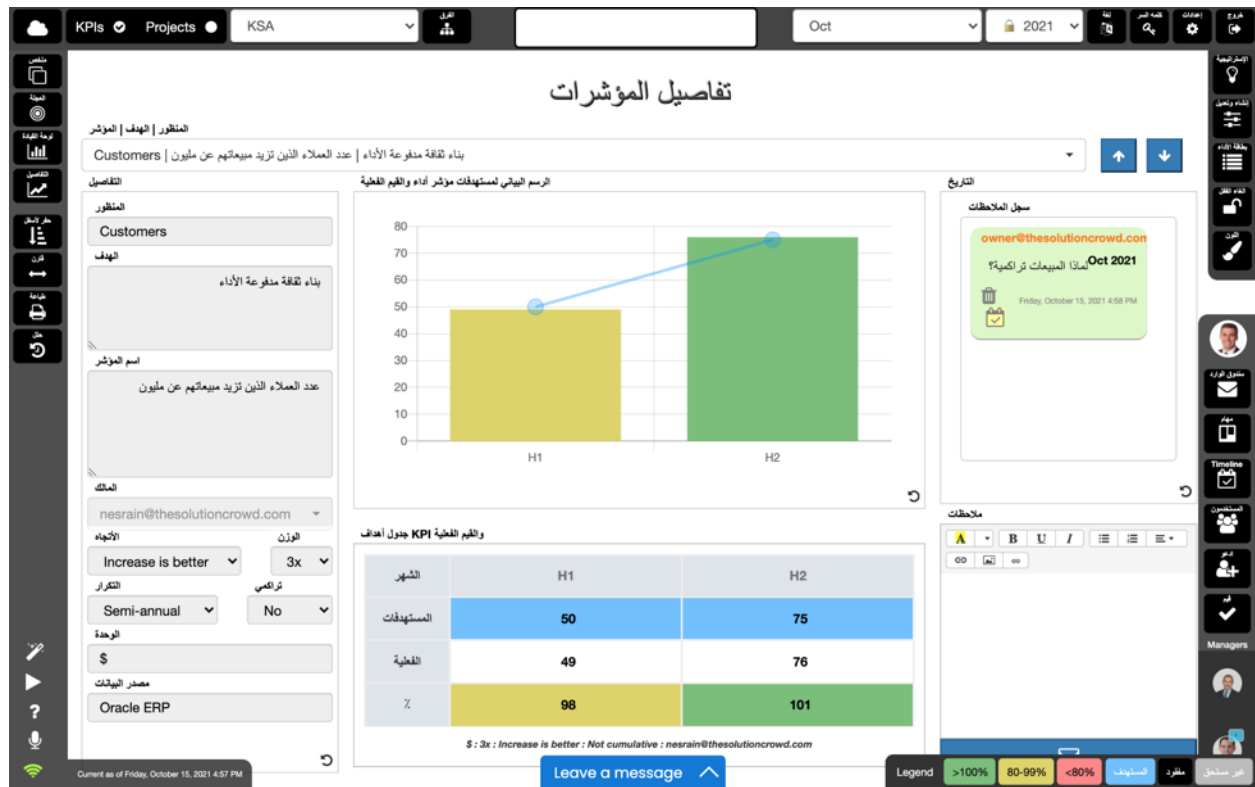
Kippy is available in over 100+ languages, including English and Arabic. The language can be defaulted to the whole organisation. Plus, each user can flip between languages as needed.





All screens and help have already been translated to Arabic and verified by a native Arabic speaker.



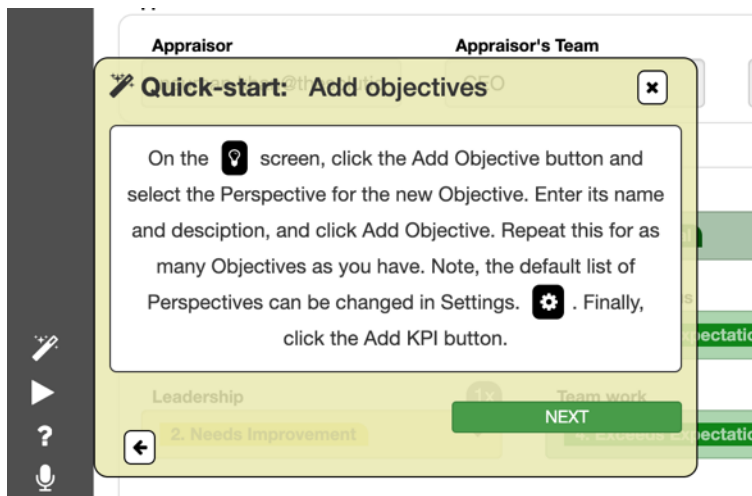


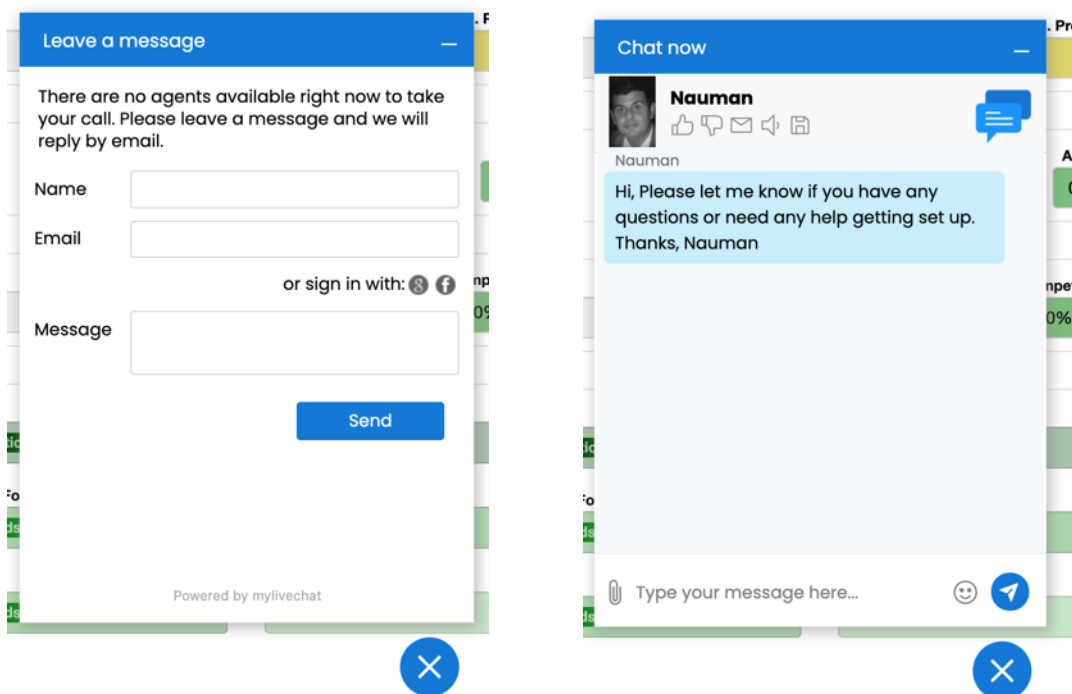
Help

All labels come with helpful help text on mouse hover.



In-context help and bi-directional chat window for support.

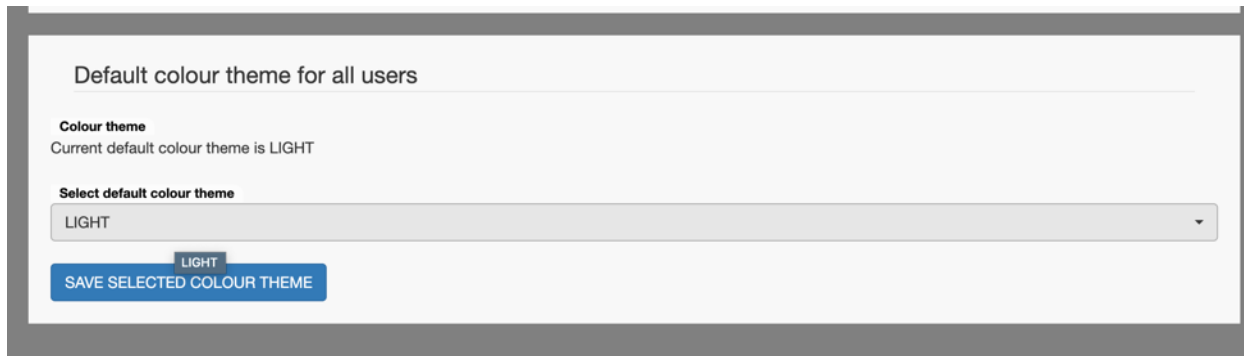




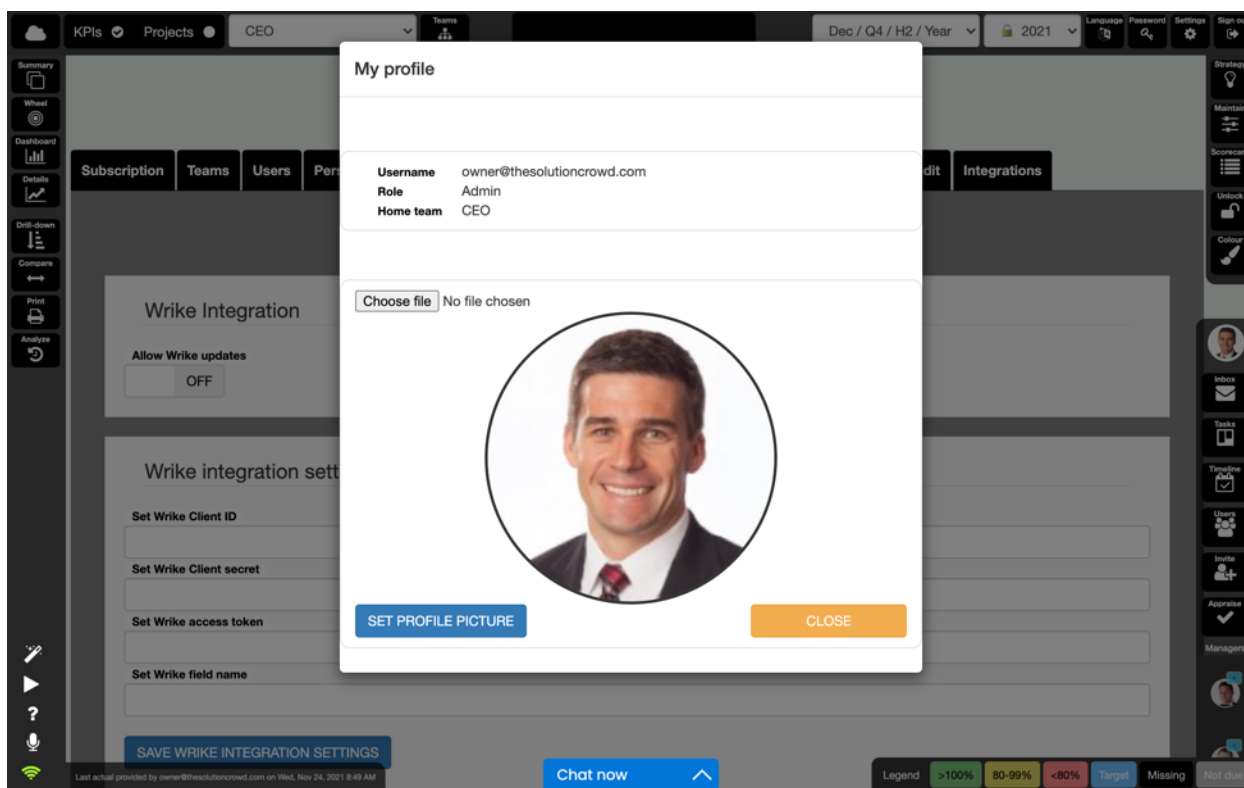
Free user manuals, how-to guides and help articles are also available via the Help buttons in the app and on the website www.kippy.cloud

Personalisations

The system comes with multiple configurable colour themes. Users can personalize colours.



Set user profiles or let users self manage.





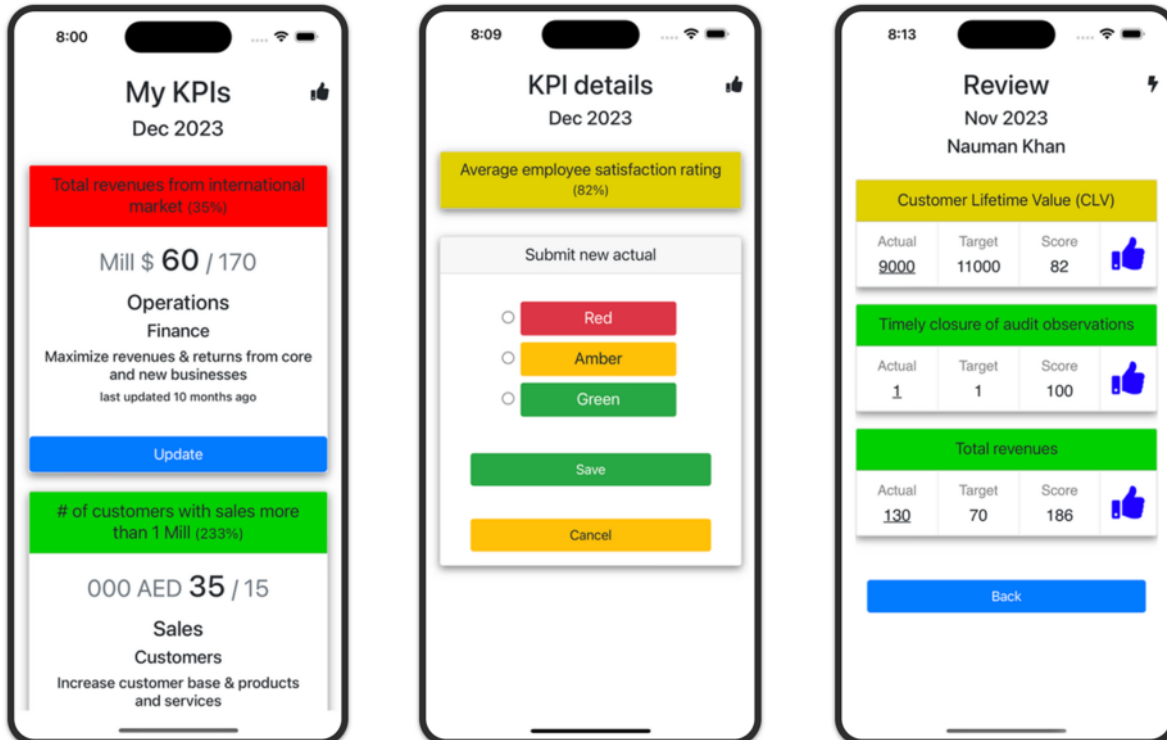
Mobile responsive

All screens are mobile-responsive, scale up and down with browser zoom and are optimized for smartphones, tablets, laptops, desktops and extra large screens for presentations and dashboards. Available on iPhone and Android. All browsers supported.



Mobile app

Download the iPhone app from the Apple AppStore for a quick and easy way for staff to submit due KPI actuals and managers to review them.





Navigation

Voice control

Change screens using your microphone.

 **Kippy - Voice Commands - Cheat Sheet**

 Click the microphone icon and clearly say one of the commands below.

Helpful phrases What can i say What can i ask Open quick start How to Help	View screen Dashboard Executive summary Wheel Scorecard Compare Analyse Print Show teams View users	Personalize Logo Profile picture Password Background colour
KPIs and Projects Show <kpi name> Show <project name> Next Previous Create new KPI Create new project Maintain Projects mode Kpi mode	Change view Change the reporting period to <month> Show next year Show previous year Go to <team name> team	Admin commands Show the audit Unlock plans and actuals Or, say 'Settings for' followed by : Teams Users Perspectives Objectives KPIs Projects Milestones
Invite colleagues invite user	Voice commands only work on Google Chrome – which will ask 'to use the microphone'.	After a prolonged period of silence, the mic will automatically turn off.

Keyboard shortcuts

Shortcut to screens by pressing Shift and Function keys:

F1 Strategy
F2 Teams
F3 Summary
F4 Wheel
F5 Dashboard
F6 Scorecard
F7 Details
F8 Maintain
F9 Drill down
F10 Inbox
F11 Tasks
F12 Timeline

Tactile dashboards

Re-size dashboards and graphs by double-clicking, dragging, mouse wheel for zoom, etc.



Customisations

The system is integrated with OAuth2.0 identity mechanisms including Google Login, Slack Login and Microsoft Entra (formerly known as Microsoft Active Directory).

The system is integrated with SendGrid for emails and can be easily integrated to include notifications via SMS and other email servers including Exchange.

The system is horizontally scalable (without limit) on Cloud infrastructure with automatic upscaling and downscaling of resources based on user demand.

As well as building adapters and interacting with web APIs, it is also an option to buy a licensed copy of the source code and extend the product with your own internal technology teams, without or without help from the kippy build team.

Various documented use cases are available for interacting with external and internal Enterprise systems such as Power BI, Sharepoint, Microsoft Team Foundation Server, Trello, Google Sheets, Google Translate, Slack and Zapier - which can be used to easily connect to Oracle ERP and other business intelligence tools.

Online assisted and non-assisted courses are already available on kippy methodology and tooling for users and admins, in English and Arabic. On-premise training is available.

Detailed use cases available on www.kippy.cloud for using web APIs for data exports.

<https://www.kippy.cloud/web-api-integration-with-sharepoint>

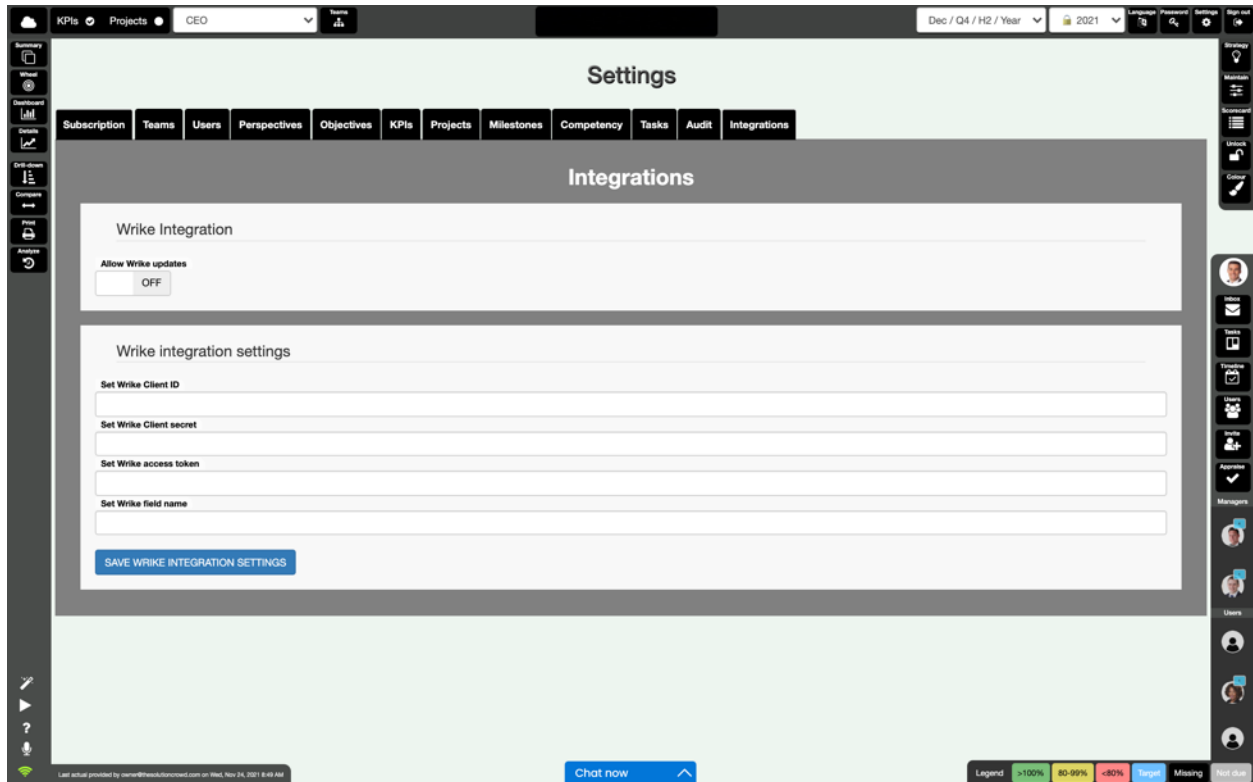
<https://www.kippy.cloud/automate-your-business-processes>

<https://www.kippy.cloud/system-to-system-updates>

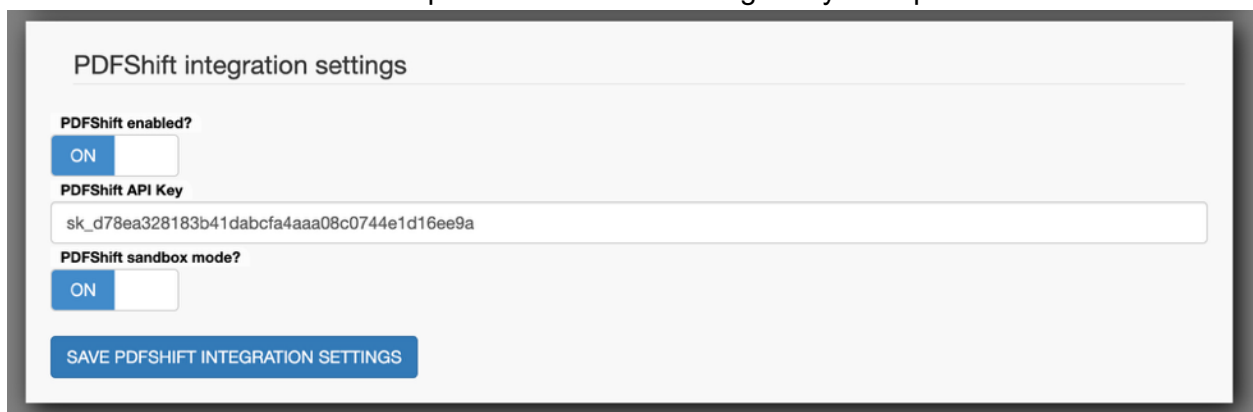
<https://www.kippy.cloud/functions-adapters-and-integrations>

Built-in integrations

Several configurable integrations are already built-in, and can be enabled for our Enterprise customers. Please get in touch to learn more.

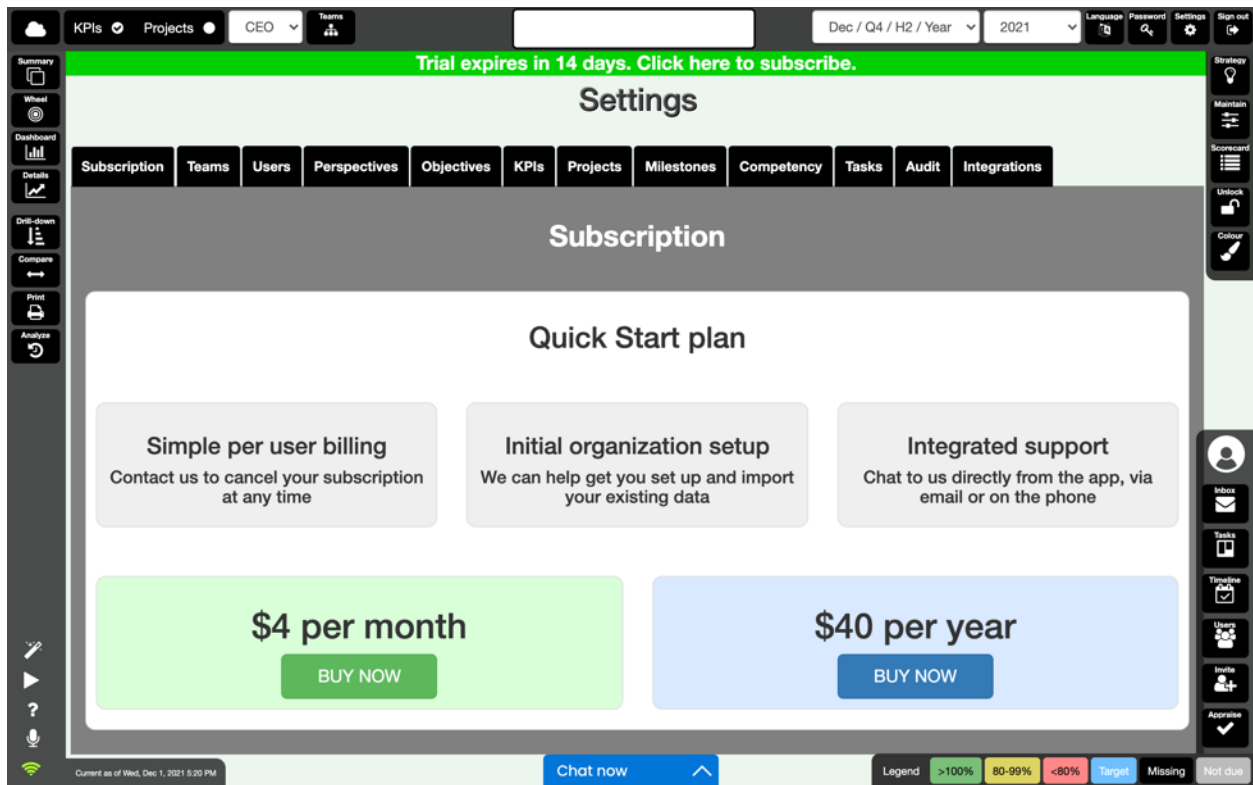


The PDFShift integration allows scheduled reports to be sent with advanced visualisations. Please visit <https://pdfshift.io> to get your API key. Setting sandbox mode to on allows the service to be used for free – but puts a small PDFShift logo on your reports.



Billing

Subscribe in-app with simple per user billing (monthly or annually).



Invoice based billing available for bulk and enterprise usage.



Security

Authenticate with Slack, Google and Microsoft single-sign on. Plus multi-factor authentication.

- We will not share your data with anyone EVER!
- Kippy Cloud is hosted on Google Cloud Engine in the zone europe-west2, with access extremely restricted - no data is stored on any other physical servers. Please visit <https://cloud.google.com/compute/> for more information
- All data is encrypted in transit and at rest.
- KPI performs regular security and vulnerability audits, checks and monitoring.
- Identity and integration is always done, at a minimum, using OAuth2.0 authentication and https.
- All data is encrypted with the encryption keys stored securely. In the case of a breach, we will notify the affected parties. Customers SOC integration can also be configured upon request.
- Similar principles would be applied for customized hosting.
- KPI Cloud is built with multi-tenancy from the ground up, so your data is segregated at all tiers, ensuring only you can see your data.
- Access to data is further restricted by role-based access controls within your organisation and teams - ensuring users can not unintentionally see each other's data.
- If you stop your subscription, kippy will change your access to read-only for a period of 90 days, during which you will not be able to change your data, but can re-join at any time. After this period, all your data will be hard deleted from kippy.
- You may request a full dump of your data and audit history at any time. Data will be provided via RESTFUL JSON endpoints or via an encrypted zip of JSON files, made available for secure download.
- End-of-contract data extraction - All the users data is available to the user via the web APIs at any time. All kippy data is regularly backed up. However, users are also encouraged to take extracts of their data for backups or local integrations as often as they choose.
- Kippy is fully functional on all modern browsers. Google Chrome is the recommended browser. No application to install. Designed for use on mobile devices.
- The service interface is part of the application but only available to users with the appropriate role. The interface allows the user to self-serve any maintenance activities - including adding, renaming, deleting, moving all data objects. All activities are fully audited and follow governance rules to ensure system integrity. The service interface is only available to the appropriate system user, who can a) view the audit log to be viewed b) bulk import existing KPI data c) delete users from the system.
- Kippy is designed to ensure there is practically no usage based impact across users because:
 - - most complex processing is done in the client's browser and not on the kippy servers.
 - - hosting provides rate limiting and DDOS protection



- - sophisticated caching refreshes in low-priority background jobs
- - sophisticated auto scaling-up of underlying hosting resource to over 1000 times typical load (which auto scales-down to reduce cost)
- Staff security clearance - Conforms to UK standard BS7858:2012 and Developed Vetting (DV) and OWASP
- Default Data storage and processing locations. United Kingdom. Other hosting options available.
- Data Centre security standards - CSA CCM version 3.0
- Penetration testing frequency - At least once a year. Additional Pen Testing available upon requests.
- Protecting data at rest - Physical access control, complying with CSA CCM v3.0. Physical access control, complying with SSAE-16 / ISAE 3402. Scale, obfuscating techniques, or data storage sharding.
- Data export approach - Users can call kippy's secure web APIs (with the appropriate authentication credentials) to extract all their current and historical data in JSON format. Other data import formats - MS Excel template to collect and bulk upload existing info. Updates can be submitted using RESTFUL/JSON web API calls. No other system ingress or egress channels to data exposed.
- Data protection between buyer and supplier networks and Data protection within supplier network - TLS (version 1.2 or above)
- Approach to resilience - Multi-availability zone replication. Auto-scaling. Automated testing. Canary releases. Production Monitoring
- All configuration is managed with Infrastructure as code (IaC) principles. All code is managed in a private GitHub repository. All changes are reviewed with a formal Architecture design process with formal design documents. All builds and releases are tracked in the CI/CD pipelines. All releases are security and vulnerability scanned.
- Change management processes ensure all releases are a) released outside of business hours b) tested in a Stage production-like environment and c) canary-released before full roll out. API iteration is tracked through semantic versioning.
- Vulnerability management approach Each release is scanned using Google Cloud Web Security Scanner. Security fixes are given highest priority by the in-house development team. Patches can be deployed via the CI/CD pipelines within a minute.



Extensions

The final key point is that if the needed feature or mechanism is not clearly articulated in the proposed solution, Kippy should not be viewed as a closed and unchangeable platform.

The upfront investment of making kippy a modern cloud-based solution, with the latest modern development practices, means it is incredibly flexible and extensible - allowing quick and easy customisation to your exact needs.

Whether that be specific workflows, complex business rules, new features or deep integrations. The intention is to use the project discovery phase to identify those exact needs and configure and customize to the exact detailed end user requirements.

Contact us at info@kippy.cloud to learn more