KPI Dashboard

Resource ID: OF-XLS-008 v1.0

This workbook belongs to:

Harbour Trading Ltd

Purpose

• Track a small set of key performance indicators month by month: enter each KPI's target and actual per period, and the workbook variance, variance % and a Red/Amber/Green status.

• The Dashboard sheet always shows the latest period available for each KPI; the Summary counts how many KPIs are Green, Am

• RAG thresholds are yours to set on the Setup sheet — no benchmarks are assumed for you.

How to use

• Read the Setup sheet first. Rename the KPIs, set each one's direction (Higher or Lower is better) and unit, and set the Amber thre (variance %). Green is always at-or-above target in the good direction; Red is anything worse than the Amber line.

• On the KPI Data sheet, add one row per KPI per period: pick the KPI and period from the dropdowns, enter Target and Actual. C (Unit, Direction, Variance, Variance %, RAG) calculate themselves — never type into them.

• Enter percentages as decimals or with the % sign (32% is stored as 0.32). A blank Target or Actual is treated as “no data”, not as

• Rows 2–49 contain ILLUSTRATIVE sample data (fictional, six months). Overwrite or delete them and add your own figures.

• The Dashboard assumes one row per KPI per period. If you enter two rows for the same KPI and period, the Dashboard will sum

Assumptions

• Periods are real month-dates (displayed as YYYY-MM), so the “latest period” on the Dashboard is found numerically and alway even if rows are entered out of order.

• Variance % = (Actual − Target) / Target; it is blank when Target is 0 or missing (never #DIV/0!).

• The in-cell bars on the Dashboard (REPT) are approximate: they show Actual ÷ Target scaled to 10 blocks, capped — a rough vi chart.

Limitations — what this workbook is NOT

• Not a statistics tool: no trend analysis, forecasting or significance testing — just variance against target.

• Thresholds are illustrative defaults (-10% Amber); set your own on Setup. Nothing here is an industry benchmark.

• MAXIFS finds the latest period (stored with the _xlfn. prefix the file format requires; needs Excel 2019+ / LibreOffice 5.2+). Ve spreadsheet software may not support it.

KPI names	Direction (Higher/Lower is better)	Unit
Revenue	Higher	PKR
Gross margin %	Higher	%
On-time delivery %	Higher	%
Customer satisfaction (/10)	Higher	/10
Staff turnover %	Lower	%
Website conversion %	Higher	%
Avg. resolution time	Lower	days
New customers	Higher	count

Periods (month dates, shown YYY
2026-01
2026-02
2026-03
2026-04
2026-05
2026-06
2026-07
2026-08
2026-09
2026-10
2026-11
2026-12

RAG thresholds (editable)	
Green when variance % is	at or above 0% (in the good d
Amber when variance % is at or above	-10%
Red when variance % is	worse than the Amber line al

Direction matters: for "Lower is better" KPIs (e.g. turnover) the signs flip — Green means at or below target

KPI name	Period	Target	Actual	Unit	Direction	Variance	Variance %	RAG
Revenue	2026-01	5,000,000.00	5,113,226.00	PKR	Higher	113,226.00	2.3%	Green
Revenue	2026-02	5,000,000.00	4,283,765.00	PKR	Higher	-716,235.00	-14.3%	Red
Revenue	2026-03	5,000,000.00	4,621,290.00	PKR	Higher	-378,710.00	-7.6%	Amber
Revenue	2026-04	5,000,000.00	4,551,334.00	PKR	Higher	-448,666.00	-9.0%	Amber
Revenue	2026-05	5,000,000.00	5,244,236.00	PKR	Higher	244,236.00	4.9%	Green
Revenue	2026-06	5,000,000.00	5,163,544.00	PKR	Higher	163,544.00	3.3%	Green
Gross margin %	2026-01	0.32	0.35	%	Higher	0.03	9.1%	Green
Gross margin %	2026-02	0.32	0.28	%	Higher	-0.04	-12.5%	Red
Gross margin %	2026-03	0.32	0.31	%	Higher	-0.01	-3.8%	Amber
Gross margin %	2026-04	0.32	0.28	%	Higher	-0.05	-14.1%	Red
Gross margin %	2026-05	0.32	0.29	%	Higher	-0.03	-9.1%	Amber
Gross margin %	2026-06	0.32	0.32	%	Higher	0.00	-1.3%	Amber
On-time delivery %	2026-01	0.95	0.81	%	Higher	-0.14	-14.3%	Red
On-time delivery %	2026-02	0.95	0.86	%	Higher	-0.09	-9.6%	Amber
On-time delivery %	2026-03	0.95	0.97	%	Higher	0.02	2.5%	Green
On-time delivery %	2026-04	0.95	0.95	%	Higher	0.00	-0.3%	Amber
On-time delivery %	2026-05	0.95	0.86	%	Higher	-0.09	-9.1%	Amber
On-time delivery %	2026-06	0.95	0.96	%	Higher	0.01	0.9%	Green
Customer satisfaction (/10)	2026-01	8.20	8.80	/10	Higher	0.60	7.3%	Green
Customer satisfaction (/10)	2026-02	8.20	7.00	/10	Higher	-1.20	-14.6%	Red
Customer satisfaction (/10)	2026-03	8.20	8.80	/10	Higher	0.60	7.3%	Green
Customer satisfaction (/10)	2026-04	8.20	8.50	/10	Higher	0.30	3.7%	Green
Customer satisfaction (/10)	2026-05	8.20	7.70	/10	Higher	-0.50	-6.1%	Amber
Customer satisfaction (/10)	2026-06	8.20	7.30	/10	Higher	-0.90	-11.0%	Red
Staff turnover %	2026-01	0.04	0.04	%	Lower	0.00	10.0%	Amber
Staff turnover %	2026-02	0.04	0.04	%	Lower	0.00	-5.0%	Green
Staff turnover %	2026-03	0.04	0.04	%	Lower	-0.01	-12.5%	Green
Staff turnover %	2026-04	0.04	0.04	%	Lower	-0.01	-12.5%	Green
Staff turnover %	2026-05	0.04	0.04	%	Lower	0.00	7.5%	Amber
Staff turnover %	2026-06	0.04	0.04	%	Lower	0.00	2.5%	Amber
Website conversion %	2026-01	0.03	0.03	%	Higher	0.00	8.0%	Green
Website conversion %	2026-02	0.03	0.03	%	Higher	0.00	4.0%	Green
Website conversion %	2026-03	0.03	0.03	%	Higher	0.00	0.0%	Green
Website conversion %	2026-04	0.03	0.03	%	Higher	0.00	12.0%	Green
Website conversion %	2026-05	0.03	0.02	%	Higher	0.00	-4.0%	Amber
Website conversion %	2026-06	0.03	0.03	%	Higher	0.00	0.0%	Green
Avg. resolution time	2026-01	3.50	3.80	days	Lower	0.30	8.6%	Amber

KPI name	Period	Target	Actual	Unit	Direction	Variance	Variance %	RAG
Avg. resolution time	2026-02	3.50	3.60	days	Lower	0.10	2.9%	Amber
Avg. resolution time	2026-03	3.50	3.80	days	Lower	0.30	8.6%	Amber
Avg. resolution time	2026-04	3.50	3.50	days	Lower	0.00	0.0%	Green
Avg. resolution time	2026-05	3.50	3.60	days	Lower	0.10	2.9%	Amber
Avg. resolution time	2026-06	3.50	3.00	days	Lower	-0.50	-14.3%	Green
New customers	2026-01	120.00	109.00	count	Higher	-11.00	-9.2%	Amber
New customers	2026-02	120.00	111.00	count	Higher	-9.00	-7.5%	Amber
New customers	2026-03	120.00	105.00	count	Higher	-15.00	-12.5%	Red
New customers	2026-04	120.00	110.00	count	Higher	-10.00	-8.3%	Amber
New customers	2026-05	120.00	105.00	count	Higher	-15.00	-12.5%	Red
New customers	2026-06	120.00	111.00	count	Higher	-9.00	-7.5%	Amber

KPI name	Period	Target	Actual	Unit	Direction	Variance	Variance %	RAG

KPI name	Period	Target	Actual	Unit	Direction	Variance	Variance %	RAG

KPI name	Period	Target	Actual	Unit	Direction	Variance	Variance %	RAG

KPI name	Period	Target	Actual	Unit	Direction	Variance	Variance %	RAG

KPI	Unit	Latest period	Actual	Target	Variance %	RAG	Bar (approx.)
Revenue	PKR	2026-06	5,163,544.00	5,000,000.00	3.3%	Green	
Gross margin %	%	2026-06	0.32	0.32	-1.3%	Amber	
On-time delivery %	%	2026-06	0.96	0.95	0.9%	Green	
Customer satisfaction (/10)	/10	2026-06	7.30	8.20	-11.0%	Red	
Staff turnover %	%	2026-06	0.04	0.04	2.5%	Amber	
Website conversion %	%	2026-06	0.03	0.03	0.0%	Green	
Avg. resolution time	days	2026-06	3.00	3.50	-14.3%	Green	
New customers	count	2026-06	111.00	120.00	-7.5%	Amber	

KPI Dashboard — Summary

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KPIs by RAG status (latest period)

	Count
Green	4
Amber	3
Red	1
No data yet	0
Total KPIs	8