

OpsPilot

KPI Builder — User Manual

Metrics That Drive Action · AI Engineering Co-Pilot



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What this guide covers — what makes a KPI useful, how the OpsPilot module builds a framework, what to have ready, and the document you receive.

1. What makes a good KPI framework?

A KPI framework is only useful if its metrics connect to what the business is actually trying to achieve, are defined so unambiguously that two people calculate them the same way, balance leading indicators (which let you act before the outcome) against lagging ones (which tell you what already happened), and carry targets that are challenging rather than comfortable. Most KPI sets fail because they measure what's easy, not what matters — or because “on-time” means three different things to three people.

2. What the OpsPilot module does

Role	Responsibility
AI Coach (OpsPilot)	Builds a genuinely useful KPI framework — selecting metrics tied to objectives, defining each unambiguously, balancing leading and lagging indicators, setting evidence-based targets, and establishing the governance that makes the KPIs drive action.
Operations / Engineering Lead (you)	Know the business priorities and what data is actually available — you validate whether each proposed KPI is measurable in practice, not just in theory.

3. How it works — the process

#	Stage
1	Purpose and primary audience
2	Business objectives — what are we trying to achieve?
3	Leading and lagging indicator selection
4	KPI definition — exact calculation, no ambiguity
5	Target setting — evidence-based, not arbitrary
6	Reporting cadence and governance

#	Stage
7	Word report

4. What you will be asked — have this ready

- The purpose — operational dashboard, management report, maintenance scorecard, project tracking, or compliance.
- The business objectives the KPIs should connect to.
- What data is genuinely available (not just what you wish you had).
- Any historical performance to set evidence-based targets.

5. What you receive — the output

A KPI Framework document (Word): the purpose and audience, the business objectives, the selected leading and lagging indicators, each KPI defined with its exact calculation, evidence-based targets, and the reporting cadence and governance that turns the numbers into action.

6. Worked example (illustrative)

A maintenance scorecard. The lagging indicators tell you what happened — MTBF, unplanned downtime, schedule compliance. But a scorecard of only lagging indicators is a rear-view mirror, so the framework balances them with leading indicators you can act on now — PM completion rate, percentage of planned versus reactive work, backlog age. Each is defined exactly: “schedule compliance = work orders completed on the scheduled date ÷ work orders scheduled, measured weekly” — so it can't be argued. Targets are set from history (current 62%, target 85%, not a round-number guess), and the governance says who reviews them and when, so they drive a conversation rather than decorate a wall.

7. Getting the best result

- **Tie every KPI to an objective.** If you can't, it's measuring what's easy, not what matters.
- **Balance leading and lagging.** Lagging tells you what happened; leading lets you change it.
- **Define the exact calculation.** Ambiguity is how the same KPI shows two different numbers.
- **Make targets challenging and evidence-based.** A comfortable target changes nothing; an arbitrary one loses trust.

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