

Enterprise Process Monitoring Using Key Performance Indicators

Prof Marton Marosszeky & Dr Khalid Karim

(In *Design and Construction – Building in Value*, edited by Rick Best & Gerald De Valence)

Performance measurement systems have been one of the primary tools used by the manufacturing sector in adopting new management philosophies. The use of such formal measurement systems can help the construction industry to understand its processes and identify opportunities for improvement. This paper presents an overview of benchmarking and its benefits, and provides examples of Key Performance Indicators (KPIs) developed for design consultants to illustrate the use of this tool in the construction industry.