

KPI – How to calculate training timeliness

- **Training data** must allow for the 30-day completion period, so when calculating training data for a quarter, we must calculate one month prior to the start of the quarter.

- FY quarters:

Q1	May, June, July
Q2	Aug., Sep., Oct.
Q3	Nov., Dec., Jan.
Q4	Feb., March, April

- To allow 30 days for training completion, KPI data is taken from the following months:

Q1	April, May, June
Q2	July, Aug., Sep.
Q3	Oct., Nov., Dec.
Q4	Jan., Feb., March

- **Example:** Training issued on July 12 will not be due until Aug. 12. This means the training issued in July cannot be part of the FY Q1 data because it will not be completed until Q2. This is why we are adjusting for the 30-day training allowance.

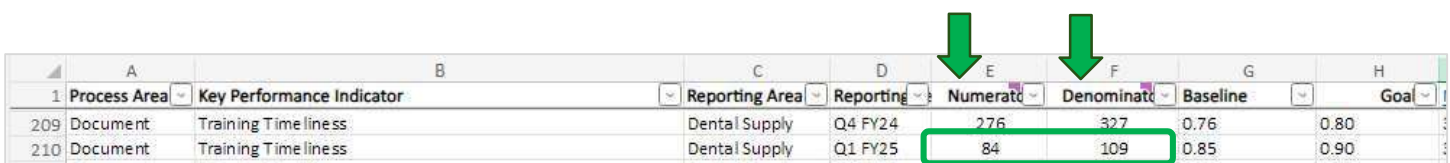
Total enrollments in Q1	109	Denominator (Filter to this first)
Total Completed	106	All completed (Filter to this second)
Total completed by due date:	84	Numerator (Filter to this third)

- **IMPORTANT NOTES:**

- If the training report does not list the due dates, you will need to add a column to manually enter and/or calculate the due dates to determine which assignments were completed on time.
- Be sure to filter the training report down to the applicable business unit.
- Filter to show only QMS training. Do not include training outside of the QMS or assigned by anyone other than the QMS training administrator. For example, do not include leadership training assigned by the HR team.

- In the [\[Company\] QMS](#):

- Open: [KPI Data > Training KPI.xlsx](#)
- Find the “**Training Timeliness**” tab for the associated business unit and quarter being calculated.
- Enter the total enrollments during the quarter as the **denominator**.
- Enter the total completed by due date as the **numerator**.



	A	B	C	D	E	F	G	H
1	Process Area	Key Performance Indicator	Reporting Area	Reporting	Numerator	Denominator	Baseline	Goal
209	Document	Training Time line	Dental Supply	Q4 FY24	276	327	0.76	0.80
210	Document	Training Time line	Dental Supply	Q1 FY25	84	109	0.85	0.90