

# 21. Evaluation of Key Behavioral Indicators (KBIs)

## Pilot

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For a full overview of the tools see:

Stentoft, J., Freytag, P. V. & Mikkelsen, O. S. (2019), *Improved Competitiveness through Implementation of Sales & Operations Planning*, Department of Entrepreneurship and Relationship Management, University of Southern Denmark.

# Purpose, participants and application

- **Purpose**

- To evaluate whether the demanded behavior is established and whether there is a need to replace some KBIs with new KBIs.

- **Participants**

- Attendees in the Sales & Operations Planning (S&OP) process and top management.

- **Application**

- In pilot and the operation phase.



# KBI evaluation

KBI name	Date implemented	Date evaluated	Strengths	Weaknesses
Meeting attendance	01.01.2019	01.04.2019	Has resulted in that colleague's actual are attending the S&OP meetings	We are still not sure that all attendances also are mentally present.

# Action points

KBI	Action points
Meeting attendance	The S&OP manager carry out individual meetings with attendances in the S&OP process concerning the S&OP meetings efficiency – how do we build quality into the meetings?

# Log over past KBIs

KBI name	Date implemented	Date stopped