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| --- | --- | --- | --- | --- | --- |
| KPI | Description | Target | Current Status | Action Items | Notes |
| Response Time | Average time it takes to respond to a request or inquiry | Within 2 business hours |  |  |  |
| Meeting Scheduling Accuracy | Percentage of meetings scheduled correctly with all necessary details and invitations sent on time | 95% |  |  |  |
| Meeting Preparedness | Percentage of meetings where necessary materials and agendas are prepared and distributed in advance | 95% |  |  |  |
| Time Management | Percentage of time spent on tasks and projects relative to the amount of time allocated | 80% |  |  |  |
| Data Accuracy | Percentage of data entered into systems or databases that is accurate and up-to-date | 98% |  |  |  |
| Customer Satisfaction | Percentage of customers who report being satisfied with their interactions with the administrative team | 90% |  |  |  |
| Process Improvement | Percentage of processes that have been improved or streamlined in the last quarter | 20% |  |  |  |
| Collaboration | Percentage of collaborative projects completed successfully in the last quarter | 75% |  |  |  |

You can customize this tracker by adding or removing KPIs as needed, and by updating the targets and current status for each KPI on a regular basis. The action items and notes columns can be used to track any specific actions being taken to improve performance or to document any observations or insights about the KPI.