KPI ENCYCLOPEDIA

A Comprehensive Collection of KPI Definitions for

MASTER DATA MANAGEMENT

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Master Data Management Metric Definitions

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Database Engineering & Management

Data Governance & Control

Enterprise Architecture (EA) *

Information Architecture (IA)

* This section is not included in this document.

The Master Data Management function is responsible for managing the structure, quality and use of data by both internal (in the company) and external users (clients, customers), often by means of database tools, GUI-based user interfaces and other internal data storage or management systems/ architectures. The Master Data Management function relies heavily on the Information Technology (IT) Team and the company's existing technological infrastructure (servers, network connection, encryption algorithm) to store, export and analyze data collected from various sources, both internal and external.

Master Data Management

KPI Encyclopedia

Cost

- **Unit Cost: New Customer Account Setup** – The total expense related to setting up new customer accounts in company systems (labor, overhead, technology expense) divided by the total number of new customers setup over the same period of time.

- **Unit Cost: New Product Account Setup** – The total expense related to setting up new products in company systems (labor, overhead, technology expense) divided by the total number of new products setup over the same period of time.

- **Unit Cost: New Vendor Account Setup** – The total expense related to setting up new vendor accounts in company systems (labor, overhead, technology expense) divided by the total number of new vendors setup over the same period of time.

- **Total Expense: Master Data Management** – The total expense incurred by the Master Data Management function over a given period of time. Includes Enterprise Architecture, Information Architecture, Data Governance/ Compliance and Database Management labor, overhead and technology costs.

- **Expense per Master Data Management Employee** – The total expense incurred by the company divided by the total number of Master Data Management employees. Includes Enterprise Architecture, Information Architecture, Data Governance/Compliance and Database Management employees.

- **Master Data Management Expense per Thousand Data Records** – The total expense incurred by the Master Data Management function divided by each 1,000 data records managed at the same point in time. Includes Enterprise Architecture, Information Architecture, Data Governance/Compliance and Database Management labor, overhead and technology costs.

Organizational

- **Total Employees: Master Data Management** – The total number of Master Data Management employees working for the company. Includes Enterprise Architecture, Information Architecture, Data Governance/Compliance and Database Management employees.

- **Span of Control: Master Data Management** – The average number of Master Data Management employees reporting to each Master Data manager. Includes Enterprise Architecture, Information Architecture, Data Governance/Compliance and Database Management employees.

Organizational (Cont.)

- **Management Levels: Master Data Management** – The total number of management levels, or layers, in the Master Data Management function. Includes Enterprise Architecture, Information Architecture, Data Governance/Compliance and Database Management employees.

- **Organizational Structure: Master Data Management** – A yes/no metric indicating whether the Master Data Management function is centralized (all employees in a single location) or decentralized. Includes Enterprise Architecture, Information Architecture, Data Governance/Compliance and Database Management employees.

- **Master Data Management Headcount Ratio** – The number of company-wide employees divided by the total number of Master Data Management employees working for the company at the same point in time. Includes Enterprise Architecture, Information Architecture, Data Governance/Compliance and Database Management employees.

- **Master Data Management Employees per Thousand Data Records** – The total number of Master Data Management employees working for the company divided by each 1,000 data records managed at the same point in time. Includes Enterprise Architecture, Information Architecture, Data Governance/Compliance and Database Management employees.

Productivity

- **New Products Setup per Employee** – The total number of new products entered into a company's database divided by the total number of employees processing new product entry requests over the same period of time.

- **New Customers Setup per Employee** – The total number of new customers entered into a company's database divided by the total number of employees processing new product entry requests over the same period of time.

- **New Vendors Setup per Employee** – The total number of new vendors entered into a company's database divided by the total number of employees processing new product entry requests over the same period of time.

Quality

- **Use of Unique Record IDs** – A yes/no metric indicating whether the company adheres to a strict policy in regards to unique IDs for customers, vendors, and/or products that can be used to combine data from multiple sources using the ID as a common field.

Volume

- **Total Volume: New Customer Account Setups** – The total number of new customers setup in company systems over a certain period of time.

- **Total Volume: New Product Account Setups** – The total number of new products setup in company systems over a certain period of time.

- **Total Volume: New Vendor Account Setups** – The total number of new vendors setup in company systems over a certain period of time.

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