

Technician KPI Dashboard

Review monthly with each technician. Coach, don't grade. Keep the history so trends show.

Technician: _____ Review period: _____ Prepared by: _____

KPI	Unit	Where it comes from (ePASS / other)	Team avg	Technician	Trend ↑ ↓ →
Productivity/efficiency (department)	%	Service Efficiency Calculator			
First Call Completion	%	OE37			
Callback rate	%	OE21			
Completed service calls	#	OE37			
Calls per technician per day	#/days	OE37			
Labor revenue per call	\$	OE37			
Add-on and value-added sales	\$	OE11			
Parts used per job	#	Custom Crystal Report			
Walk rate	%	Custom Crystal Report			
Customer satisfaction		Company surveys			
Online review rating		Google Business Profile			
Documentation accuracy		Admin review			
Safety and damage incidents	#	Admin review			
Vehicle care and driving habits	#	Admin review/telematics			
Other KPI important to your business					

Improvement opportunities: _____

Agreed action items: _____

Next review date: _____ Overall: ☐ Well below avg ☐ Below avg ☐ At avg ☐ Above avg ☐ Top performer