iKPI

See where work waits, and where improvement could pay

For executives, operations leaders and department managers who own improvement

Roadmap: planned and not available today; a demo discusses your workflow and what is planned.

Does this sound familiar?

An order passes through Sales, Finance, Operations and Delivery, and nobody can tell whether a delay was queue time or real work.

Meetings assemble figures and debate blame, while the same queues, rework and chasing return the next month.

From the problem to the business gain

Conceptual illustration, not a product screen

The problem	What your team does	What you get	What the business gains
Delays visible only at the end	Separate waiting from active time per stage	An exception against an agreed target	**An owned, measured improvement**

Three practical gains

Know where to investigate

Each stage is designed to show waiting and active time separately, against a target.

Owned, measured improvements

A finding is designed to become an owned action, measured again in a later period.

Less report compiling

Scorecards are designed to be calculated from approved definitions and recorded events.

What your team does

- ✓ Planned: agree metric definitions and targets
- ✓ Planned: review an exception and its recorded journey
- ✓ Planned: turn a finding into an owned, dated action

The useful output

- → A journey view separating waiting from active work
- → An exception against an agreed target, with evidence
- → An owned improvement action, measured next period

What it needs

- **Recorded events from your processes**
  From validated event files or an approved API connection
- **Processes configured with you**
  Stages, stage owners and the business calendar
- **Agreed metric definitions and targets**
  Approved by your managers
- **People who decide**
  AI summaries suggest; authorised managers decide

What you gain by connecting it

11 → 10 iSight

— Demonstrated in testing

A pinned iKPI summary is designed to appear in iSight (Roadmap); shown so far on demonstration data.

11 ← 4 iField

— Demonstrated in testing

Visit records from iField (Controlled beta) are designed to feed field measures; shown on demonstration data.

11 ↔ 8 iFlow

– – Planned

Routing improvement actions through iFlow (Roadmap), with its timings feeding the measure, is planned.

Demonstrated in testing: shown working in test environments, before your own set-up · Planned: illustrative; not implemented yet

How your team would use it (planned, not available today)

Operations leader
Agrees definitions and targets
→ Approved, versioned measures

→

Department manager
Reviews an exception and its journey
→ Focus on the stage where work waited

→

Action owner
Makes and records the change
→ The measure reviewed again next period

→

What it is designed to give your business
Every improvement is owned and measured again.

Next step

Request a demo to discuss where your work waits

It is not available today. We walk through your workflow and what is planned, and agree whether it fits your scope.

https://iconsultants.tech/iconnect/demo

Technical detail: iConnect Technical Evaluation Guide

Scan to request the demo