



Critical Succes Factor

SISTEM INFORMASI

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What's CSF ?

- A Tool applied to get successful business.
- CSF can be defined as those particular areas or issues which important.
- CSF is very important for accomplishment of goals and ambitions of an organization



CSF vs KPI

	CSFs Critical Success Factors	KPIs Key Performance Indicators
Answer a question	What should be done in order to get successful?	Are we successful?
The main role	Specify requirements for the success	Indicate what we are doing
Type of measurement	Qualitative	Quantitative
Dependency	Standalone	Depend on benchmarks
Business insights	Use Insights	Generate Insights

CSF

the cause of your success or what is required for the success

taken to be general for all kinds of business like profits, leadership, mature assessment, correctly distributed responsibilities and role of people, systematization of each process, etc.

more of qualitative nature like 'what makes customers satisfied?

KPI

the effects of your action, which means that they indicate what you are doing.

not so much general, rather they **are set according to the priorities of a particular organization** like for a educational institutions indicators are related to the standard of studies or other things related to students.

usually quantitative, i.e. in the form of a ratio or percentage values