Blockskye®

*Reactive vs. Predictive Travel KPIs*

# Does your data explain the past or prevent tomorrow's problems?

Review the key performance indicators (KPIs) listed below against the KPIs your systems surface natively, without manual work or post-processing. Where do most of your checks land?

REACTIVE KPIS

## Describe what already happened

Necessary for reporting, but they don't reduce workload or prevent issues

- ☐ Total travel spend (monthly / quarterly)
- ☐ Average ticket price by route or region
- ☐ Savings reported vs. benchmark
- ☐ Out-of-policy bookings reported after booking
- ☐ Agent call volume
- ☐ Escalations related to exchanges or cancellations
- ☐ Unused ticket value identified after travel
- ☐ Expense reports submitted per trip
- ☐ Post-trip traveler satisfaction scores
- ☐ Disruptions summarized after the trip
- ☐ Reconciliation issues discovered during reporting close

PREDICTIVE KPIS

## Prevent problems before they escalate

Reflect connected systems, automated workflows, and timely visibility

- ☐ % of trips completed without agent assistance
- ☐ % of exchanges and cancellations handled automatically
- ☐ Time for booking changes to sync across all systems
- ☐ Policy compliance at the moment of booking
- ☐ Approval time before ticketing
- ☐ % of unused ticket value applied at booking
- ☐ % of bookings with complete traveler, policy, and cost data
- ☐ Exception rate by route, trip type, or traveler group
- ☐ % of travelers guided to preferred options at decision time
- ☐ Disruption alerts delivered before traveler impact

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# Quick scoring check: reactive vs. predictive

Count how many KPIs you actively track in each section. Your mix tells you how your program is being measured.

*Mostly reactive*

**Measures outcomes after they're locked in**

Your program is measured on results you can no longer influence. You likely spend more time defending outcomes than shaping them. The operating model is doing too much work after the fact.

*Balanced mix*

**Gives visibility into results with some early signals**

You have a foundation for proactive management. Opportunities exist to reduce friction and operational effort by shifting more of your KPI mix toward predictive signals.

*Mostly predictive*

**KPIs reflect how the program runs**

You can see issues early and intervene before they create additional work, cost, or noise. Your KPIs reflect how the program operates, not just how it performed last quarter.

**Rule of thumb:**
If fewer than one-third of your KPIs are predictive, your operating model is doing too much work after the fact.

## What to do next

If you haven't already, complete the **modern operating model scorecard** alongside this checklist.

Your KPI mix shows how you're measuring. The scorecard shows why the program behaves the way it does. Together, they help you pinpoint where friction is coming from and where modernization will have the greatest impact before evaluating tools or vendors.

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