

| PROCESO | EFICACIA | EFICIENCIA | EFECTIVIDAD | INDICADORES DE GESTIÓN POR PROCESO 2014 | | | | | | | | | | | | | | | | | |
|----------------------|----------|------------|-------------|---|------|-----|---------------|--------|-------|-------|--------|-------|-------|--------|-------|-------|--------|---------|--------|---------|---------|
| | | | | Nombre | Meta | TDC | Frecuencia | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SEP | OCT | NOV | DIC | PRO | TOTAL |
| ATENCIÓN AL CLIENTE | X | | | Eficacia de las PQRS | 70% | ↑ | Mensual | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| FINANCIAMIENTO | | X | | Eficacia de las inversiones | 2% | ↑ | Anual | 3.76 | | | | | | | | | | 85.45% | 85.45% | | |
| COMUNICACIONES | X | | | Imagen corporativa | 70% | ↑ | Anual | 88% | | | | | | | | | | 88% | 88% | | |
| GESTIÓN DE PROYECTOS | X | | | Eficacia de los proyectos | | | Anual | 94.25% | | | | | | | | | | 94.25% | 97.13% | | |
| | | X | | Efectividad del proyectos | | | Anual | 100% | | | | | | | | | | 100.00% | | | |
| TALENTO HUMANO | X | | | Eficacia de las capacitaciones | 4 | ↑ | Semestral | 100% | | | | | 100% | | | | | 100.00% | 93.80% | | |
| | X | | | Nivel de Desempeño | 90% | ↑ | Anual | 87.60% | | | | | | | | | | 87.60% | | | |
| | X | | | Satisfacción del Cliente Interno | 80% | ↑ | Cada dos años | | | | | | | | | | | 0.00% | | | |
| DOCUMENTAL | X | | | Efectividad en la Aplicación de las TRD | 90% | ↑ | Trimestral | 95.68% | | | 97.00% | | | 98.00% | | | 99.00% | | | 97% | 97% |
| LOGISTICA | X | | | Ejecución del Plan de Compras de Funcionamiento | 90% | ↑ | Mensual | 100% | | | | | 90% | | | | | 95% | 95% | | |
| FINANCIERA | X | | | Control de Ingresos | 100% | | Semestral | 44.24% | | | 88.23% | | | 91.49% | | | 98.42% | | | 80.60% | 37.73% |
| | X | | | Control de Egresos | | | Trimestral | 66.80% | | | 65.93% | | | 71.12% | | | 74.14% | | | 69.50% | |
| | X | | | Edad de Cartera | | | Mensual | 0.05% | 0.05% | 0.06% | 0.05% | 0.06% | 0.06% | 0.06% | 0.06% | 0.06% | 0.06% | 0.06% | 0.06% | | |
| | X | | | Cartera Vencida | | | Mensual | 0.63% | 0.65% | 0.67% | 0.70% | 0.72% | 0.74% | 0.77% | 0.79% | 0.82% | 0.84% | 0.87% | 0.90% | 0.76% | |
| CALIDAD | X | | | Revisión de indicadores | 90% | | Mensual | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100.00% | 100.00% |

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| | | | | Nombre | Meta | TDC | Frecuencia | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SEP | OCT | NOV | DIC | PRO | TOTAL |
| CONTROL INTERNO | X | | | Recomendaciones efectivas | 80% | | Trimestral | 100% | | | 75% | | | 100% | | | 100% | | | 94% | 94% |

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| Observaciones |
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