Metrics Development



Metrics used in the organization can provide valuable tools for assessing effectiveness and efficiencies of processes and support strategic goals. It is important to consider many factors when deciding upon which metrics to use. The information below provides points to consider and weigh when evaluating metric options.

- Know what you hope to achieve. Identify key areas, drivers and strategies that will lead to greater effectiveness or efficiencies.
- Use metrics for support of strategic goals.
- Ensure goals are in place before metrics are implemented.
- Implement a pilot before introduction.
- Provide employee training and education. Keep initial training simple to achieve understanding by all employees
- Carry out a pilot for each business unit before implementation for customization.
- Establish a meaningful comparison with historical data.
- Compare accurate figures to benchmarks
- Share metrics and goals with all staff at all levels
- Don’t expect to use the metrics for top-down control.
- Don’t standardize the project with ready-made metrics.
- Don’t over-complicate the process or strive for perfection.
- Don’t underestimate the extra administrative workload and cost.
- Allow time for communicating metrics and allow time for obtaining feedback from employees.
- Focus on fewer overall measures.
- Build flexibility into the system to adjust metric targets after implementation.