



How Do I Know What To Measure?

OBJECTIVES	<ol style="list-style-type: none">1. Create an understanding for the benefits of measurements and measurement systems.2. Understand the different measurement objectives.3. Understand various different tools and techniques to identify appropriate measures and means to display the data.
COURSE SUMMARY	<ul style="list-style-type: none">• Why measure? - Benefits of management by fact• Three types of measurement objectives• Measurement deployment and linkage• Measurement identification tools• Use of correlation in measures• Measure tools and their appropriate uses• Interpreting the data• Linkage to leadership
KEY TOPICS	<ol style="list-style-type: none">1. Flag system of indicators2. Indicator identification3. Target Setting – utilizing pareto analysis & competitive position4. Data, data collection, and data display – using to lead
TARGET GROUP	Managers, supervisors, improvement team leaders & members
CLASS SIZE	10-30
RECOMMENDED DURATION	1 day
PREREQUISITE	None
INSTRUCTIONAL FORMAT	Facilitation with many class exercises to practice the art of measurement identification, collection, and management. Group exercises allow the participants to use the tools and techniques taught and report on their learning.
COMPANION COURSES	Benchmarking, Process Management Design / Application / Overview, Rapid Process Improvement, Systematic Problem Solving, and Taking the Mystery Out of Strategic Planning