



Designing and Managing Process Metrics

8-hours

Audience and purpose:

This course is designed for anyone involved with managing or supporting their business processes. Poorly defined metrics not only are a waste of time & resources, it could also promote the wrong behavior. Having the right set of metrics will allow you to manage and improve your processes for your organization. This will help identify process improvement needed to improve efficiency, reduce cost, and/or improve customer satisfaction.

Course objectives:

Upon completion of the course the participants will be able to:

- Understand the different types of metrics and how they fit within a system
- Know the steps in defining, developing, and implementing the metrics for their processes
- How to avoid “bad” metrics and its potential negative side-effects
- How to measure and analyze the performance of the metrics
- Properly aligned their metrics for action planning
- Improve resource utilization on managing metrics

Course outline:

1. Understand Your Process
 - Definition of a process
 - Process flow maps
2. Roles of Metrics in Process Improvement
3. Understand Metrics
 - Measurement hierarchy
 - Category of metrics
 - Good/bad metrics
4. Defining the Metric
 - Operational definition
 - Selection criteria
5. Establish Metrics Goals
6. Metrics Collection Plan
7. Tools to Analyze Metrics
 - Run chart / control chart
 - Histogram
8. Metrics Reporting Plan
 - Report format
 - Number vs. percentage vs. value
 - Segmentation
9. On-Going Metrics Management
10. Case Study