



Organisation Metrics Workshop

This two day workshop is designed to help you:

- understand how to analyse your business environment and business goals to define meaningful and appropriate metrics
- implement an effective measurement plan and exploit the results for improvement

Objectives

- To help your organisation to establish a business-wide metrics programme.
- To understand how to define appropriate metrics to support achieving your business aims
- To introduce and explain the Compita Metrics Approach.
- To understanding of how to prepare a measurement plan for your business.
- To give practical experience of environment analysis, goal identification and metric derivation.

Benefits

- Understanding of the concepts and benefits of an effective Metrics programme.
- Ability to identify metrics which will support business aims.
- Awareness of how to develop a Measurement Plan.
- Knowledge of how to exploit metrics results for business improvement purposes.

Workshop Format

A two-day workshop comprising eight modules and eight worked exercises. The emphasis is on practising the techniques so that attendees will be able to apply them in their own organisations. The workshop material comprises all overheads and associated notes.

Who should attend?

Key personnel with an understanding of the business aims of the organisation and of business and technical processes in use. Senior managers and directors with strategic input and responsibility and other users of metrics. Project, technical and quality managers who will measure, supply or influence such metrics.

Preparatory work

No preparatory work is necessary.

Workshop Contents

Module 1 - Overview

- Introduction/Scope of the workshop

Module 2 - The Compita Metrics Approach

- Overview of the method

Module 3 - Step 1: Assess

- Articulate and review business goals
- Value-add chain of the business process
- Ensuring goals are appropriate for the business

Exercise 1 - Establish Business Context

Exercise 2 - Establish Value-Add Chain

Exercise 3 - Establish Goal List

Module 4 - Step 2: Analyse

- Analysing goals and producing sub-goals
- Identifying related metrics
- Using the goal question metric approach

Exercise 4 - Establish Priority Goals and Interests

Exercise 5 - Establish Goal Tree for Priority Goals

Module 5 - Deriving Metrics

- Deriving metrics using goal trees

Exercise 6 - Deriving Metrics

Module 6 - Implementing a Measurement Plan

- Using the Compita Metrics Plan template
- Importance of proper metric definition
- How to define collection methods
- Methods for presenting data for analysis

Exercise 7 - Developing Metrics Definitions

Module 7 - Exploiting the Metrics

- Planning the effort for collection and analysis
- Presenting and distributing the metrics

Exercise 8 - Prioritising the Metrics

Module 8 - Summary and Conclusion

- Consolidating the workshop findings
- Recording results correctly
- Establishing responsibility for follow-up action

Questions and close

Workshop Leader

The seminar will be led by an experienced metrics practitioner.