

HOW TO MEASURE



What are the different kinds of measures?

- **Efficiency Measures**
 - Look at the time it takes to complete a process (Process Time)
- **Effectiveness Measures**
 - Look at how well your organization performs a particular process or can identify the number of defects or errors in a process.

There are different styles of measurement sheets, depending on your measure (refer to “Creating Measurement Sheets”).

There are 5 steps in the measurement process:

Step 1	Defining Measures	<ul style="list-style-type: none">• Brainstorm all the different measures you could collect• Refer to “How to Decide What to Measure”
Step 2	Creating Measurement Sheets	<ul style="list-style-type: none">• Refer to “Creating Measurement Sheets”
Step 3	Creating a Measurement Plan	<ul style="list-style-type: none">• The plan details the “who, what, where, when and how” measures will be collected• Refer to “Measurement Plan” and “Measurement Plan Template”
Step 4	Trialing Measurement Sheets	<ul style="list-style-type: none">• Have the measurement sheets set out for one or two shifts• Examine and verify the data you are collecting• The trial period may uncover problems with data collection and allow for adjustments• Do not skip this step as you do not want to collect meaningless data during the Data Collection period
Step 5	Data Collection	<ul style="list-style-type: none">• Once measures have been validated (from trial period), collect project data• May take 1 – 3 weeks• Refer to “Sample Size” to ensure you have enough data to create a baseline