

# TYPES OF MEASURES



## What are various types 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 various styles of measurement sheets, depending on your measure (see one-pager on “Creating Measurement Sheets”). You must remember to always collect the overall cycle time, in other words how long the process takes from start to finish.

### Step 1: Defining Measures

As a team brainstorm all the different measures you could collect. Refer to “How to decide what to measure.”

### Step 2: Creating Measurement Sheets

Once you decide what to measure create the measurement sheets. Refer to “Creating Measurement Sheets.”

### Step 3: Creating a Measurement Plan

Develop a measurement plan. This will detail the “who, what, where, when and how” measures will be collected.

### Step 4: Trialing the Measurement Sheets

Set out the measurement sheets for one or two days, and then examine the data you are collecting. Verify that the data collected is what you are looking for, and that staff understand how to use the collection sheets properly. Issues on how the data is being captured may arise. If so, adjust the measurement sheet to better suit the user and therefore ensure data integrity.

*A word of caution:* Do not skip this step - if you have data collection for two weeks and only then do you find out the data is meaningless, you have just wasted two weeks and the whole project will be held up.

### Step 5: Data Collection

Once the trial period is complete, begin the collection of your data. This can range from 1-3 weeks. Refer to “Sample Size” to ensure you have enough data to create a baseline.

### Step 6: Measurement Check Points

During your collection phase, schedule measurement check points. Physically check on the measures being collected. If staff are not filling them out, find out why.

#### Efficiency Measures

- How long it takes to complete the admission process
- How long it takes to search for items missing
- How long it takes to complete an inventory list

#### Effectiveness Measures

- How many times and type of information is missing on a form
- How many times and items were missing at your workspace
- How many times did you have to walk to another department to get information