

HOW TO DECIDE WHAT TO MEASURE



Once you and your team have completed a process (flow) map you can work on deciding what to measure. This is a brainstorming exercise so before you begin remind your team what the brainstorming rules are.

There are three steps to deciding what to measure:

Step 1	<ul style="list-style-type: none">• Walk through the process map with the team• At each step ask the team if there is anything to measure in the sense of effectiveness/efficiency• Write the ideas on the flip chart
Step 2	<ul style="list-style-type: none">• Rate the importance of measures as high (H), medium (M) or low (L)• Low importance measures will not be collected. Cross those off• Medium importance measures are up for discussion• High importance measures will be collected
Step 3	<ul style="list-style-type: none">• Review the measures and determine if any can be collected retrospectively. If so, mark and “R” beside them• Review the rest. Determine if any can be grouped together to make the measurement sheets