Using Metrics to Measure Success

A critical part of the continuous improvement process is measuring and quantifying the CI effort. Your goal is to look at actual current processes to determine metrics that will measure the success of your continuous improvement process. You will compare these metrics before and after the change. The metrics should be easy to understand and measureable such as a number, time, or rate.

Each project and process is unique and therefore there is no single list that works for every type of project

Here are a few questions to get you started:

- How many handoffs are there in the process?
- How much time does the entire process take?
- How much time does a portion or a single act of the process take?
- How many occurrences happen?
- How often does it happen?
- What percentage happens?
- How much does it cost?
- How many hours does it take?
- How much QA or data checking needs to be done?
- How much rework is involved?
- What are downstream effects on other resources? E.g. On Call Center/ Mail Center resources
- How is the consumer impacted?
- How is the employee impacted?
- Overall what is the Return on Investment (ROI)? i.e.((Financial Value – Project Cost)/Project Cost) * 100

Once you've chosen metrics – add them to an excel file and make available to your team.

Metric Description	Current State	Future State	Variance
e.g. Average Applications Processed / Hour	*12*	*16*	*4*