



Metrics: Current State, Goals, After, Results

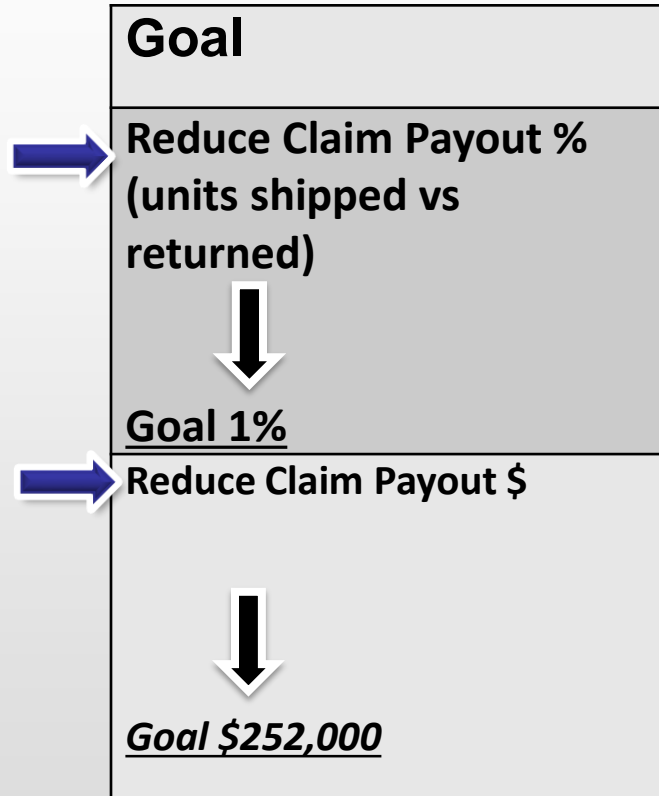
Current State

- Describes the starting point and baseline for the project.
 - What is the current performance (or lack thereof of the process)?
 - Describe the conditions along with the measures.
 - What issues does the situation cause?
 - Can include intangibles and behaviors
- Provides good context for help with sustainment

Goals & Results

Goal	Current	After	Results
<p>Reduce Claim Payout % (units shipped vs returned)</p> <p><u>Goal 1%</u></p>	<p>Q1 Warranty Claims</p> <p><u>Current 5%</u></p>	<p>Q3 Warranty Claims</p> <p><u>.05% Claims</u></p>	<p>Reduced Claim Payout</p> <p><u>Decreased 90%</u></p> 
<p>Reduce Claim Payout \$</p> <p><u>Goal \$252,000</u></p>	<p>Q1 Warranty Claim \$</p> <p><u>Current \$504,000</u></p>	<p>Q3 Warranty Claim \$</p> <p><u>Actual: \$199,500</u></p>	<p>Decreased Claim Payout</p> <p><u>Reduced claims \$ by \$304,500 or 60.4%</u></p> 

Step 1 – Set Goals



- # of goals correlate to the problem statement objective
- Set *with* the team

Clear & Concise

Focus on the numbers

Step 2 – Current State

Current
Q1 Warranty Claims
<u>Current 5%</u>
Q1 Warranty Claim \$
<u>Current \$504,000</u>

- Shows the measurement
- Provides the starting point

Step 3 – After Improvement

After
Q3 Warranty Claims <u>.05% Claims</u>
Q3 Warranty Claim \$ <u>Actual: \$199,500</u>

- Shows the metrics after improvement
- Shows the change from current to future state

Results

Results	
Reduced Claim Payout	
Decreased 90%	↓
Decreased Claim Payout	
Reduced claims \$ by \$304,500 or 60.4%	↓

- Use green for met goal
- Use red for didn't meet goal
- Use arrows to show increase or decrease
- Note: Words such as– improved, implemented, updated, enhanced, increased, decreased, etc. should **only** be used in conjunction with measurable data (% , \$, #'s)

Show the IMPACT and CELEBRATE