



HOW EFFECTIVE ARE YOUR CURRENT MEASUREMENT EFFORTS?

Rating Scale

Read each of the following statements. For each statement, rate your workgroup (defined as the area that you work in and have influence) based on the following response scale:

5= Maximally • 4=Above Average • 3= Average • 2=Below Average • 1=Minimally Or Not At All

STATEMENT	RATING
1. Our current measurement system measures all the right things.	
2. We collect measures linked to organizational goals.	
3. We define our measures from the customer's "point of view."	
4. Our measurement system extends beyond just "bottom-line" financial results.	
5. My organization uses measurement data to promote continuous improvement and learning.	
6. Our measurement system generates little or no paperwork.	
7. Our measurement system gives us the information we need when we need it.	
8. Our measurement system focuses on continuous improvement rather than compliance and control.	
9. We are accountable for measures for which we have control.	
10. Our measures focus on the "positive" side rather than the "negative" side (e.g., "appointments met" versus "appointments missed").	
11. Our measurement system contains both objective and subjective measures.	
12. Everyone understands the measures used to evaluate performance.	
13. Managers and employees are accountable for measurement accuracy and results.	
14. We act on measurement results quickly.	
SUBTOTAL 1	

Assessing Your Performance Measurement System (cont.)

5= Maximally • 4=Above Average • 3= Average • 2=Below Average • 1=Minimally Or Not At All

STATEMENT	RATING
15. Our data collection methods are cost-effective.	
16. We always share measurement results with the appropriate managers and employees.	
17. Our measures focus on effectiveness (e.g., number of on-time arrivals) and efficiency (e.g., response time).	
18. Our measurement data are reliable.	
19. Senior leadership built our measurement system with a plan. It did not evolve by chance.	
20. Our measures reflect changes when we make improvement efforts.	
21. We screen out measures that we really do not use.	
22. Our measurement system contains a “well-balanced” blend of Key Result Areas (KRAs) reflecting our mission, vision, and strategic goals.	
23. Our measurement system provides information that allows us to set clear objectives.	
24. Targets are based on a clear understanding of the performance capability of our systems and processes.	
25. Important work that crosses functions gets measured and does not “slip through the cracks.”	
26. We gather data automatically (e.g., does not require extra manual labor) whenever appropriate.	
27. Data is recorded after the performance event (e.g., recorded immediately rather than two weeks later).	
28. We link process measures to customer requirements.	
29. The method to communicate measurement data to employees is very effective.	
30. We review measurement data at management meetings and base improvement actions on the results.	
SUBTOTAL 2	



Assessing Your Performance Measurement System (cont.)

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STATEMENT	RATING
31. Data are presented graphically to help identify important trends.	
32. We track process performance for internal operations.	
33. We track performance results for our products and services.	
34. We track quality performance for key suppliers.	
35. We measure customer satisfaction for each core market segment.	
36. We measure employee morale and job satisfaction systematically.	
37. Customer satisfaction measurements accurately reflect customer preferences.	
38. We evaluate and improve our measures and the methods used to collect and report performance data.	
39. We have a way to summarize all of our KRAs easily.	
40. We pay as much attention to the “non-financial” measures as we do to the financial measures.	
SUBTOTAL 3	



Scoring And Interpreting Your Results

First total your scores and transfer them to the boxes below. Then add up your total score in the space below.

Subtotal 1

Subtotal 2

Subtotal 3

TOTAL

- If your total score is between 180-200, there is little evidence that you need to improve your current measurement efforts.
- If your score is between 150-179, there is some evidence that you should begin rethinking and realigning your own measurement efforts.
- If your score is 149 or less, rethinking and realigning your measurement efforts should be a high priority.

NOTE: This self-assessment can be interpreted only as a rough indicator of the effectiveness of your current measurement efforts at your organization.