Metrics: What Do We Measure, What Does It Tell Us?

Selection Criteria for Metrics

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A metric is a measure you can use to make a decision. When a customer asks “How do you know?,” your metric should provide this information.

To make sure your metric will be useful, you can test it against measurement selection criteria.
Selection Criteria for Metrics

Is the metric

- Consistent and stable
- Designed to add value
- Designed to show whether processes are improving
- Developed by the people who will use them
- Economical and easy to collect
- Important—tell you what you need to know
- Related to customer requirements
- Simple and understandable
- Timely
- Visible to the users
Duplicating Services: Responses to Customer Survey

Quality

Scale:
- Excellent
- Very Good
- Average
- Below Average
- Unsatisfactory
- No Response

89.8%

19th Annual Meeting of the Research Institutes Publishing Executives
Duplicating Services: Responses to Customer Survey

Timeliness

Scale:
- Excellent
- Very Good
- Average
- Below Average
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Duplicating Services: FY'95 Cost Savings from Process Improvements
Use of Copy Paper (sheets)

1992: 34,620 feet (103,860,000)
1993: 34,473 feet (103,418,494)
1994: 31,389 feet (94,169,371)
1995 (Estimated): 27,333 feet (82,000,000)

Mt. Everest: 29,028 feet