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METRICS

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Abstract:

This document describes the process to develop a useable metric.

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1.0 SCOPE

Explain the relationship between organizational objectives and metrics and provide some examples of the tools and techniques for collecting metric data.

2.0 THEORY

Nothing gets improved unless it is measured and a metric that is not tied to an objective is worthless.

3.0 OBJECTIVES

- 3.1 [REDACTED]
- 3.2 [REDACTED]
- 3.3 [REDACTED]
- 3.4 [REDACTED]
- 3.5 [REDACTED]

4.0 OVERVIEW

- 4.1 [REDACTED]
- 4.2 [REDACTED]
- 4.3 [REDACTED]
- 4.4 [REDACTED]
- 4.5 [REDACTED]

5.0 DEFINITIONS

5.1 Measurement

The act or process of quantitatively comparing results to [REDACTED]

5.2 Metric

A measurement taken [REDACTED] A metric should [REDACTED]

6.0 TOOLS

6.1 Sampling

Sampling instead of 100% measurement is useful when [REDACTED]. Acceptable sampling plans are [REDACTED]. Administrative costs and difficulties can be avoided by [REDACTED].

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6.2 Check Sheet

The results of a measurement sample can be presented on a check sheet to [REDACTED]
 The check sheet can [REDACTED]

Attributes type data		
Standard		
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	

Variables type data		
Time Study		
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	

6.3 Frequency Table

The check sheet is useful as [REDACTED]
 The check sheet can be [REDACTED]

Attributes type data		
Standard		
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

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Variables type data		
Time Study		

6.4 Histogram

The frequency table helps to [REDACTED]

Histogram of Variables Data



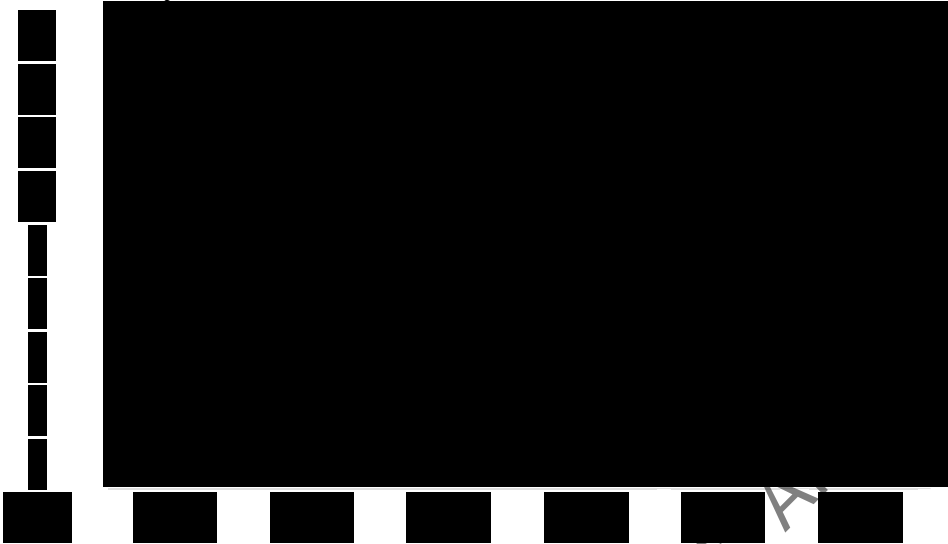
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6.5 Pareto Analysis

The frequency table helps to [REDACTED]

Pareto Analysis of Attributes Data



6.6 Miscellaneous Charts, Diagrams and Statistics

Trend and control charts accumulate data over time so they are [REDACTED]
 [REDACTED] but the diagram is not a metric because [REDACTED]

A process flowchart defines [REDACTED]
 Parametric and non-parametric statistics are [REDACTED] but they do not [REDACTED]

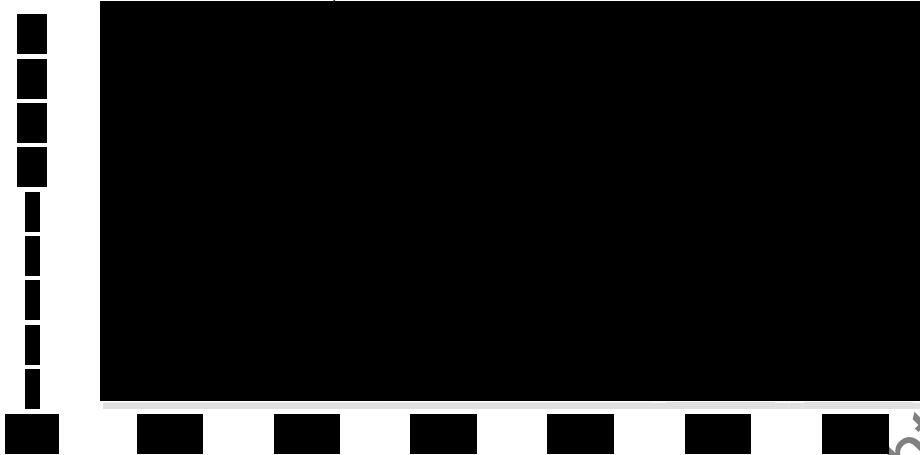
7.0 ATTRIBUTES OF A METRIC



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8.0 EXAMPLE OF A METRIC

Lets examine the Pareto Analysis of the Attributes Data



The chart has value because it [redacted] but it is not a metric by itself unless [redacted].
 Don't presume that the most [redacted] is the most costly – use [redacted] to interpret [redacted] and focus on [redacted]. If you were to [redacted]

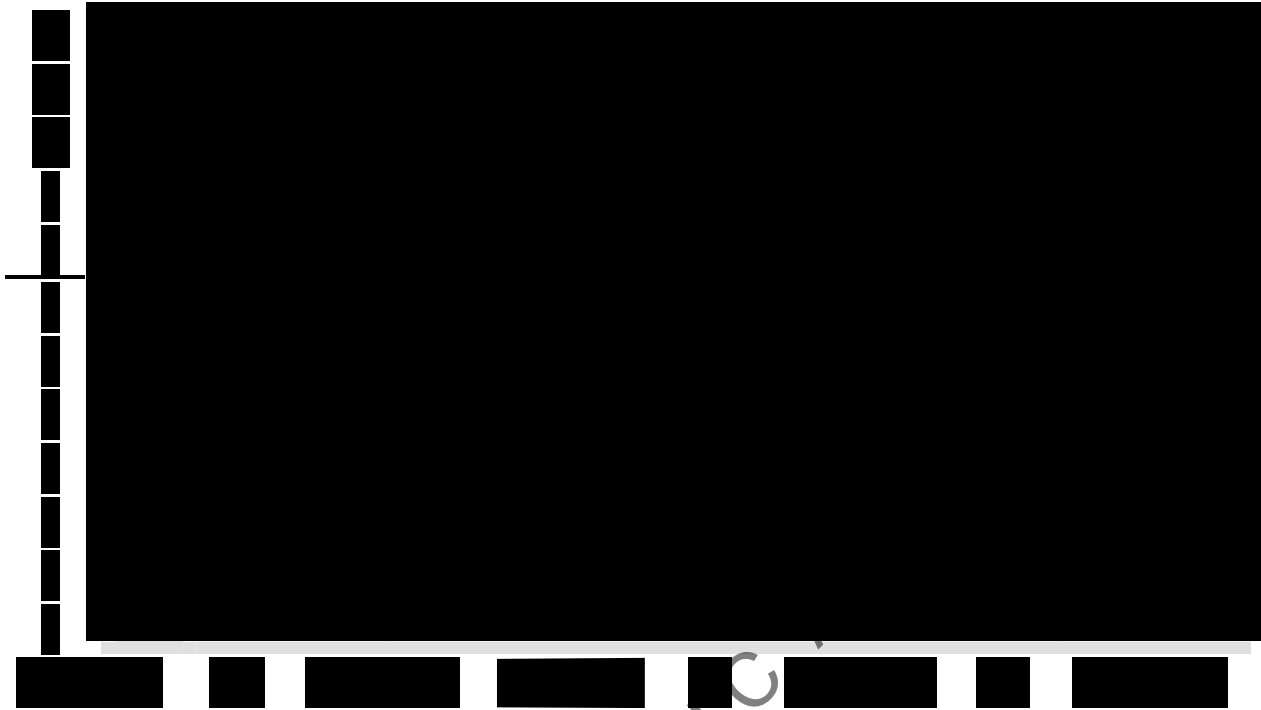
The chart has been modified to define the objective for defect reduction:



The modified chart is still not a metric because [redacted]

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The following chart is the best representation of a metric:



The chart now meets the objectives of a metric because

The metric is now more than
 following worksheet to develop your own metric and

Use the

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METRICS DEVELOPMENT WORKSHEET

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