Introduction to the Performance Metric Assessment

The Performance Metric Assessment is used by the BPR Practitioner to determine the adequacy of baseline performance metrics. This template provides a series of questions for the BPR Practitioner to answer for each performance metric under consideration. Once all metrics have been assessed, the BPR Practitioner can take the necessary steps to establish the current performance baseline. This baseline becomes the basis for measuring the success of the BPR effort. Instructions and descriptions are provided to help the reader understand each section’s purpose and how to complete it.

Template style conventions are as follows:

| Style | Convention |
| --- | --- |
| Normal text | Indicates placeholder text that can be used for any project |
| [Instructional text in brackets] | [Indicates text that is be replaced/edited/deleted by the user] |
| *Example text in italics* | *Indicates text that might be replaced/edited/deleted by the user* |

As you complete the template, please remember to delete all instructional text (including this section) and update the following items, as applicable:

* title page
* version history
* table of contents
* headers
* footers

Update the document to a minor version (e.g., 1.1, 1.2) when minimal changes are made and a major version (e.g., 2.0, 3.0) when significant changes are made.

Performance Metric Assessment

[The Performance Metric Assessment provides a series of questions to help determine if identified performance metrics (both current and new) are appropriate and adequate to use to establish a performance baseline.

Below is a table containing a series of assessment questions. For each performance metric, make a copy of the table and enter the name of the performance metric as the header. Follow the instructions below as you answer each question and complete the tables.

* Read each question.
* Place an “X” in the “Yes” or “No” column to indicate a response.
* For each question marked with a “No,” develop a recommended action and/or resolution and include the date of the entry in parenthesis. Note that there may be situations where the project may accept a “No” answer. In these cases, a resolution should be provided explaining this acceptance. In all other cases, actions must be taken to turn a “No” to a “Yes” in order to complete this assessment.

[Complete the table below by answering each of the questions for each metric under consideration.]

# [Metric Name]

| Question | Yes | No | Recommended Action or Resolution |
| --- | --- | --- | --- |
| 1. Is the metric value accurate and reflect the realities of the process? | X |  |  |
| 1. Is the metric easy to understand? | X |  |  |
| 1. Is the metric value economical to collect? |  | X | Action: Create a new system report that will improve the availability of the data (8/14/2017). |
| 1. Is the metric value quantifiable? |  | X | Resolution: The metric is acceptable as a qualitative measure. No action needed (8/15/2017). |
| 1. Is the metric singular and not compound? |  |  |  |
| 1. Does the metric align to business goals and objectives? |  |  |  |
| 1. Do values for the metric exist for an adequate amount of time to demonstrate reliability? |  |  |  |