

SECTION 1: DEVELOPMENT PROCESSES

1.0 OVERVIEW

1.0 Overview

The use of performance measures in business is hardly new. Companies have been measuring costs, quality, quantity, cycle time, efficiency, productivity, etc., of products, services, and processes as long as ways to measure those things have existed. What is new to some extent is having those who do the work determine some of what should be measured in order that they might better control, understand, and improve what they do.

This section contains information that can help an organization determine what kind of measures it needs, provide some guidance on what should be measured, and show how to set up a measuring system. Approaches used by three different sources are included. The basic fundamentals are the same in each case; however, the specific methods are slightly different. These three approaches address those who actually do the work in determining the appropriate performance measures.

The concepts introduced here apply anywhere in an organization, from the highest levels of a company down to the area where a specific task is accomplished. The elements of continuous improvement are built into the methodologies.

SECTION 1: DEVELOPMENT PROCESSES

1.0 OVERVIEW