The PuMP® Performance Measure Blueprint

The detailed, step-by-step performance measurement process, techniques and templates.

**Step 1**
Understanding Measurement’s Purpose
Fixing our focus firmly on continuous improvement as the purpose for measurement
- Select your Measures Team.
- Choose your focus – a goal or the entire team strategy.
- Do the PuMP® Diagnostic to appreciate what good performance measurement is.

**Step 2**
Mapping Measurable Results
Translating our strategy into clear, focused, and measurable performance results
- Use the PuMP® Measurability Tests to make your goals measurable.
- Use the PuMP® Results Map to map and link your performance results.
- Choose highest priority results to measure.

**Step 3**
Designing Meaningful Measures
Choosing the most feasible and relevant measures that evidence our performance results
- Collate existing measures you feel might be useful.
- Use the PuMP® Measure Design for each result in the Results Map, to choose the best measures.
- Make sure each measure has a name and description.

**Step 4**
Building Buy-in to Measures
Getting ownership from our stakeholders, quickly, easily and engagingly
- Identify people whose buy-in or input will help finalise the selection of measures.
- Invite them to a PuMP® Measure Gallery.
- Incorporate their feedback to select the best measures.

**Step 5**
Implementing Measures
Documenting in detail the data, analysis and reporting requirements for each of our measures
- Use the PuMP® Measure Definition template (or database) to define each selected measure.
- Keep all measure definitions in a corporate dictionary.
- Implement action plans to collate the required data.

**Step 6**
Reporting Performance Measures
Creating useful and usable performance reports that inspire us to action
- Identify the audience(s) of the measures.
- Use the PuMP® Dashboard Template to create a useful and usable report for each audience.
- Create the first draft of your performance report(s).

**Step 7**
Interpreting Signals from Measures
Focusing ourselves on gaps between as-is and should-be performance
- Use XmR charts for each measure, to filter the noise and make signals easy to detect.
- Use valid interpretation rules to determine signals.
- Set traffic lights based on valid signals in the XmR charts.

**Step 8**
Reaching Performance Targets
Improving our business processes to move as-is performance toward should-be
- Set targets for XmR chart Central Lines or Natural Process Limits.
- Flowchart business processes to identify causes for performance gaps.
- Choose process improvements to directly fix the causes, and look for signals in your XmR charts.

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