PUMP

Make Quality Measurable Template

Follow these steps to identify the quality attributes worth measuring, for anything.

STEP 1: What entity do you want to measure the quality of?

For example: quality of financial data, quality of production process, quality of customer experience

STEP 2: Who defines the quality of that entity?

For example: financial data users or accountant, product process owner/workers, customers

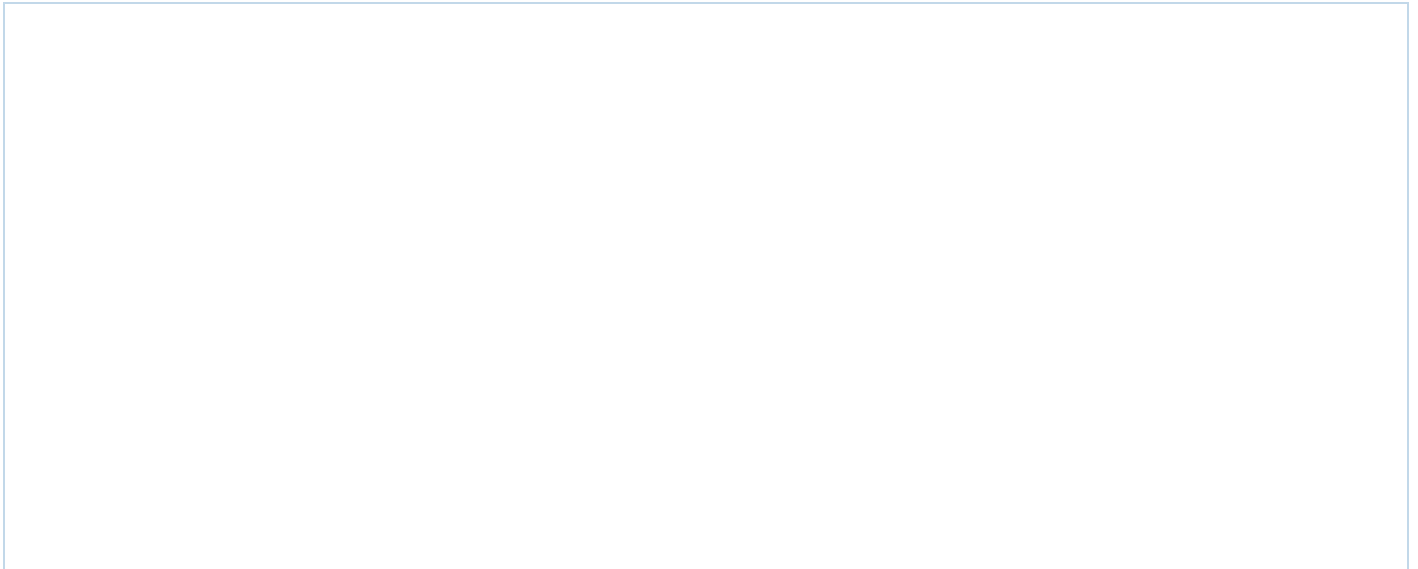### STEP 3: What's their overall assessment of quality?

For example: overall perfect data rate, overall user perception of product quality, overall customer perception of quality

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STEP 4: Which specific attributes of quality matter most to them now?

For example: use focus groups or interviews, research some frameworks for starting points

STEP 5: Measure the most important 3 attributes.

For example: use an importance and satisfaction rating for each attribute above, and choose the 3 most important that have least satisfaction, then use the PuMP Measure Design technique to measure them