

PUMP

The PuMP Blueprint is a deliberate, step-by-step performance measurement process, that makes measuring what matters faster, easier, more meaningful and engaging.

STEP 1

Understanding Measurement's Purpose

Fixing the focus firmly on continuous improvement as the purpose for measurement.



STEP 2

Mapping Measurable Results

Translating our strategy into clear, focused, and measurable performance results.



STEP 3

Designing Meaningful Measures

Choosing the most feasible and relevant measures that evidence our performance results.



STEP 4

Building Buy-In to Measures

Getting ownership from our stakeholders, quickly, easily and engagingly.



STEP 5

Implementing Measures

Documenting in detail the data, analysis and reporting requirements for each of our measures.



STEP 6

Interpreting Signals from Measures

Focusing ourselves on gaps between as-is and to-be performance.



STEP 7

Reporting Performance Measures

Creating useful and usable performance reports that inspire us to action.



STEP 8

Reaching Performance Targets

Improving business processes to move as-is performance toward to-be.