

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.