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## In Lesson 5...

- **Setting targets** for your KPIs
- Rules for **traffic lights** to prioritise attention and action
- Smart Charts on your **dashboards**

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## Targets have a whole new meaning

- Natural Process Limits are NOT targets!
- Targets mean a whole new thing now...



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### Target for the Central Line

Target exceeded

- ✦ You want the Central Line to move as **close to the target** as possible
- ✦ Target is about **average level**

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## Target for upper Natural Process Limit



*Target achieved*

- ↪ You want the upper Natural Process Limit to be **at or below the target**
- ↪ This target is about **reliability**

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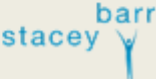
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## Target for lower Natural Process Limit



*Target almost achieved*

- ↪ You want the lower Natural Process Limit to be **at or above the target**
- ↪ This target is also about **reliability**



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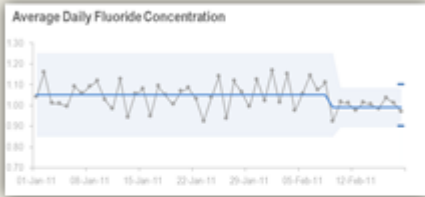
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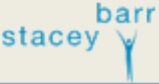
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## Target for both Natural Process Limits

*Target achieved (within spec)*

- ✎ You want both Natural Process Limit to be **inside the targets**
- ✎ This target is also about **predictability**

  
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**Traffic lights are now more sensible too.**

- Not based on point-to-point differences
- Instead, based on **signals.**



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## Traffic light rules & priorities

### 1. Moving away from target

A line chart showing the percentage of services on time within 3 minutes of schedule from July 2015 to July 2016. The y-axis ranges from 0 to 100. The target is a horizontal line at 80%. The data shows an overall downward trend, starting around 80% and ending at approximately 40%.

### 2. Not moving at all

A line chart showing tonnage hauled in millions from July 2015 to November 2015. The y-axis ranges from 0 to 14. The target is a horizontal line at 8. The data fluctuates around the target line, showing no significant overall trend.

### 3. Moving toward target but won't reach it in time

A line chart showing the percentage of services on time within 3 minutes of schedule from July 2015 to July 2016. The y-axis ranges from 0 to 100. The target is a horizontal line at 80%. The data shows an overall upward trend, starting around 40% and ending at approximately 60%.

### 4. Moving toward target and will reach it in time OR target met

A line chart showing the average client fortnightly spend from 30/3/2010 to 31/6/2012. The y-axis ranges from 100 to 300. The target is a horizontal line at 150. The data shows an overall upward trend, starting around 150 and ending at approximately 250.

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## Formatting traffic lights

|   |   |
|---|---|
|  High Priority     |  unacceptable performance                                |
|  Moderate Priority |  heading toward unacceptable performance or not changing |
|  Low Priority      |  heading toward target                                   |
|   |  target achieved   |

|   |
|---|
|  unacceptable performance                                |
|  heading toward unacceptable performance or not changing |
|  heading toward target                                   |



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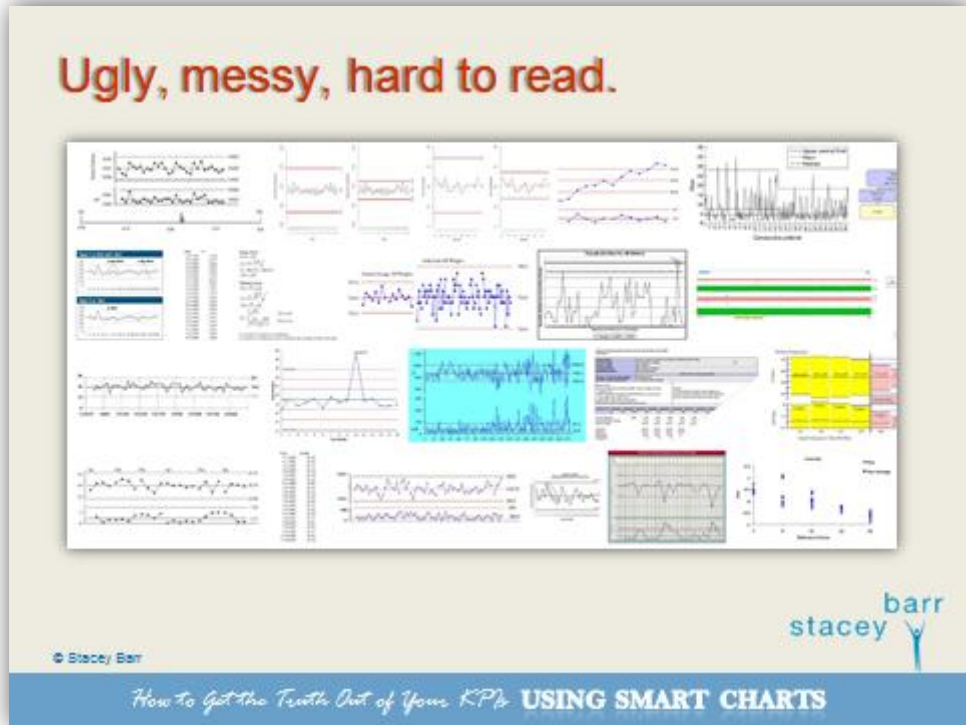
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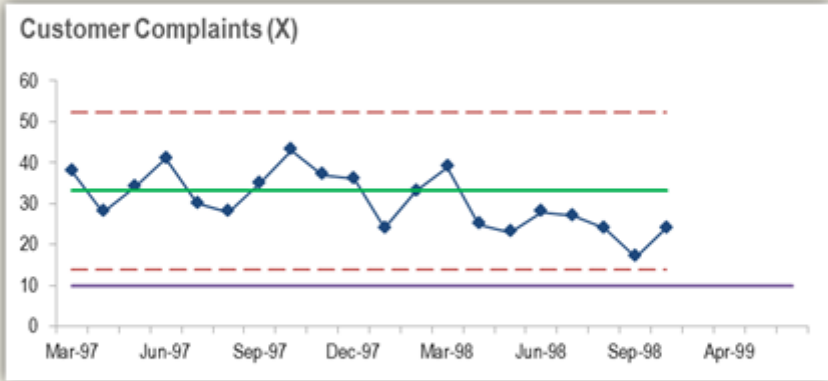
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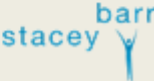
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### Smart Chart formatting: traditional



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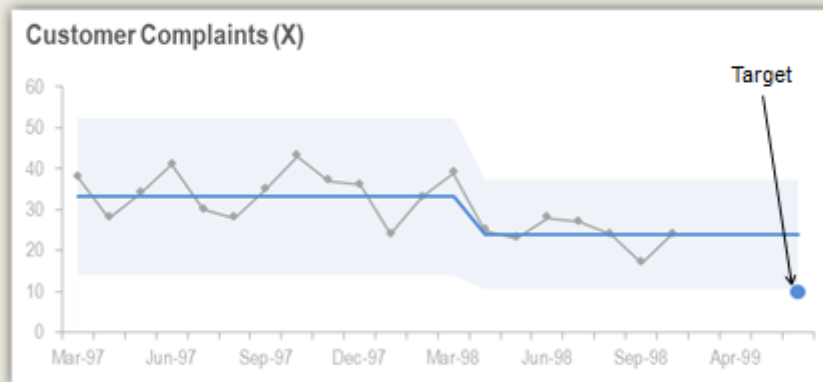
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## Smart Chart formatting: suggested



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## A note about axis scaling...



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## For reports: small multiples

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## For dashboards: smartlines

| Air Craft Brand - Size | Measures |           |   | Alert | Mean for last 7 days | Low for last 7 days | High for last 7 days |
|------------------------|----------|-----------|---|-------|----------------------|---------------------|----------------------|
|                        | Value    | 13 Months |   |       |                      |                     |                      |
| All DWH Servers        | 93.9%    |           |   | 96.0% | 94.8%                | 97.2%               |                      |
| DWH Server Group 1     | 90.7%    |           |   | 95.2% | 94.0%                | 96.4%               |                      |
| DWH_SRV01              | 50.0%    |           | ● | 81.8% | 80.6%                | 83.0%               |                      |
| DWH_SRV02              | 95.1%    |           |   | 97.5% | 96.3%                | 98.7%               |                      |
| DWH_SRV03              | 96.9%    |           |   | 97.6% | 96.4%                | 98.8%               |                      |
| DWH_SRV04              | 94.0%    |           |   | 97.9% | 96.7%                | 99.1%               |                      |
| DWH_SRV05              | 98.7%    |           |   | 98.3% | 97.1%                | 99.5%               |                      |
| DWH_SRV06              | 96.2%    |           |   | 95.7% | 94.5%                | 96.9%               |                      |

|  |  |  | Current | Target |
|--|--|--|---------|--------|
| <input checked="" type="checkbox"/> Procurement Expenses as % of Procurement Spend |  |  | 1.50%   | 1.50%  |
| <input type="checkbox"/> Total Inventory Turns                                     |  |  | 623%    | 900%   |
| <input type="checkbox"/> On Time Delivery From Inventory                           |  |  | 80.00%  | 95%    |

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