

Framework for Developing A Measurement System

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Understand the context:

Our key stakeholders who need to understand our value are:

Name	Position/Title/Role	What do we know about him/her?	What do we need to know?

These stakeholders use the following indicators to measure **their** progress:

In our environment, how is value defined, measured and communicated?

Align objectives: What are your stakeholders' goals & objectives – their desired outcomes? Which of these goals & objectives or outcomes does your organization contribute towards? Identify how your organization's goals & objectives contribute towards your stakeholders' desired outcomes.

Stakeholders' Goals & Objectives	Our Goals & Objectives: How They Contribute

Identify services, success measures & data sources: What projects or services will contribute towards reaching your goals & objectives? Define what success will look like, and what the desired impact will be. Then identify the data, either qualitative or quantitative, required for tracking progress towards this "success."

Programs, Products & Services	Success Measure or Desired Impact	Output & Data Sources

Manage collection: Collect the data. Are there statistics or data you no longer need to collect/keep? What will your schedule be? How long will you keep the data?

Interpret data: Examine the data that's been collected. What does it tell you? What doesn't it tell you? Is the performance where you want it to be? What are the performance gaps?

Communicate results: Translate the interpreted data into meaningful messages for your stakeholders. How have you contributed towards their goals & desired outcomes?