

# 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?