

Navigating Rough Waters with Key Performance Indicators

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Learning about each other with Mad Tea!

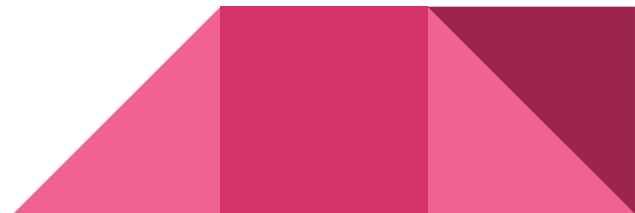
1. Type in chat **but don't press enter yet!**

- What is your name, where do you work, what type of work do you do, what was for lunch?

While you wait for the call to press enter....

2. Change your name on Zoom: First Name, Organization, Lean Level

- Level One - I'm Brand New to Lean!
- Level Two - I have some Formal Training
- Level Three - I am a Lean Practitioner in my work and organization
- Level Four - I'm an Expert, but still learning new tricks!





Housekeeping

- Office Hours! Starting next Tuesday at 1PM
 - Email llyoung@mtu.edu to be added to the invite

- But what will we talk about??
 - HOMEWORK! Use the worksheet to start your own KPI
 - Brainstorm ideas for measurements
 - Network with KPI community of practice



What is a Key Performance Indicator?

A Key Performance Indicator is a measurable value that demonstrates how effectively you are achieving a key work objective. An effective KPI:

- Reflects work
- Inspires Action
- SMART
- Quantitative OR Qualitative

If you can't measure the progress, then the objective is likely not defined enough.





Benefits of a KPI Chart

- Tracks progress
- Aligns team
- Aides communication
- Adaptable and Visual
- PDCA (Plan, Do, Check, Act/Adjust)





Breakout Room Activity One

- What is an important, quantifiable thing that you could track from your work?
- Do you have an active KPI (or more!)? What are you tracking right now?
- ***We will be sharing out using a Mad Tea question!***





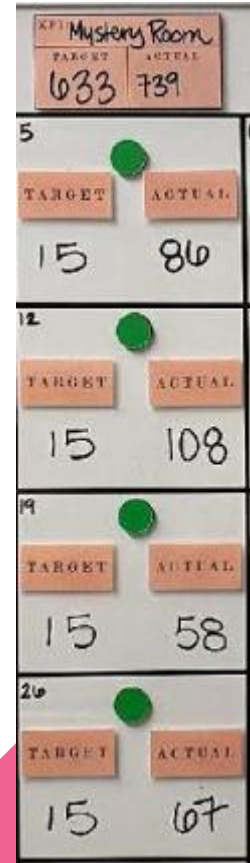
Setting a Clear Objective

- Remember to always be SMART
 - Be specific
 - What is in scope and out of scope?
 - What is your goal?
 - Timing Considerations



Measures

- What are you tracking and why?
- Outliers versus Pattern
 - Three out of Four points
 - Reevaluate
- Caution! Avoid managing through emojis!



KPI Mystery Room	
TARGET	ACTUAL
633	739
15	86
15	108
15	58
15	67



Breakout Room Activity Two

- Using your example for a future KPI, take turns brainstorming ideas for measures and how to gather them
- As you discussed, what other ideas for tracking or additional KPIs came to mind?
- ***We will be sharing out using a Mad Tea question!***



Keeping Track

- Your Objective is clear and you have some raw data, now what?
- Visual
 - Physical Board
 - Miro/Mural/Virtual Space
 - Spreadsheet
 - Use what works for you and your team!
- Progress markers





Keeping Track Examples





Breakout Room Activity Three

- In the Google Drive, open the sheet with your Breakout Room Number and work as a team to complete the activity.
- Reminder - you can look at the other breakout rooms work in the Google Drive after this session.
- As a whole group we will be discussing ideas on how and to whom the plan should be shared.





Reminders and Questions

- Now it's your turn! We look forward to diving in to this with you at office hours next week.

- What questions do you have for us?
 - If we weren't able to get to them, bring them with you to office hours!

