|  |  |
| --- | --- |
| Date Created | 1/10/14 |
| Revision | 1 |

**Measure Definition**

|  |  |
| --- | --- |
| **Background:*** What is the measure name?
* Who is the measure owner?
 |  * Quality: Submitted Order Forms
* Business Office
 |
| **Alignment & Decision Making*** What Strategy or Tactic does this measure align with?
* What Cause or Effect are you trying to address?
* What decisions/actions are required if the measure’s goal is not achieved?
 |  * Reduce overall cost by stopping loop backs due to errors on submission form,

Errors generating increased process time, added employee time * Investigation into program specific waste, what specific errors occurring most frequently.
 |
| **Type*** Perspective (Strategic, Tactical, Operating)
* Focus (Results, Activities, Resources)
* View (Internal, External facing)
 |  * Strategic/Tactical
* Results/Activities (unneeded)
* Internal
 |
| **Definition*** Anchor
* How is it defined?
* What is the target?
* Scope of Measure (e.g. which products/processes, geographies, population group):
* Time the target is to be achieved:
* Trend:
* Expected accuracy of measure (+/- %):
 |  * Quality/Time/Completed form
* Amount of additional time added due to errors
* Purchases made by utilization of order form
* More than 75% of forms completed correctly the first time tracked monthly until May 1, 2014.
* 90% of target
 |
| **Procedure*** Who collects the information?
* When (frequency and timing)?
* How collected?
* How verified?
 |  * Business Office
* Monthly
* Received forms/ excel spreadsheet
* Total numbers error collected on spreadsheet, reviewed monthly by Business Manager.
 |
| **Analysis*** Who analyzes the data?
* How (steps, statistical methods applied, statistics generated)?
 |  * Business Manager
* Monthly inspection/follow up with supervisors
 |
| **Reporting*** Who?
* When (timing) and frequency of report?
* Visual representation (e.g. graph, number) (Insert sample graph)
* How transmitted (e.g. posted where, email to who, where are results stored)?
 | * Business Office
* Monthly
* Graph, numbers, historical analysis

 * Electronically, emailed to senior mgmt..
 |

**Check Characteristics**

* Interpretable
* Relevant
* Reliable and valid
* No negative consequences
* Treated responsibly
* Accepted by decision makers
* Low waste/cost