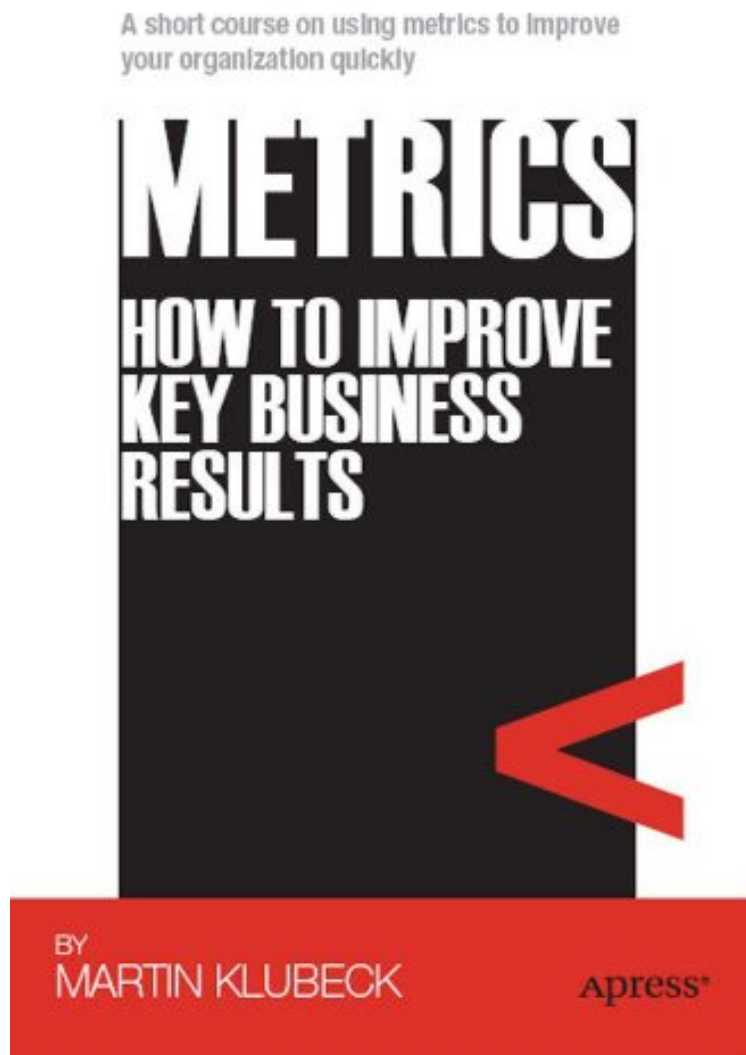


Metrics: How to Improve Key Business Results

Martin Klubeck

*ePub / *DOC / audiobook / ebooks / Download PDF*



 Download

 Read Online

#341441 in eBooks 2011-12-06 2011-12-06 File Name: B006G3B3HY | File size: 51.Mb

Martin Klubeck : Metrics: How to Improve Key Business Results before purchasing it in order to gage whether or not it would be worth my time, and all praised Metrics: How to Improve Key Business Results:

0 of 0 people found the following review helpful. Recommend by a Global Supplier ManagerBy PAConsultantI am a global supplier relationship and contract manager implementing a Governance process which includes dashboards to visualize relationship performance to specific objectives. My questions were how to validate that our contract SLAs (done by a consultant in a hurry) where measuring the "right things" and to find any gaps. I also needed a real plan to build this out where we have nothing in place to measure our suppliers. I read at least 5 or 7 texts on this topic. Martin's done the clearest work on how to design metrics for a function or relationship from an IMPLEMENTATION

perspective. I used his method to sharpen up our dashboard content and lay out a logic of WHY we were measuring. I am confident I could walk into any of our supplier relationships and engage my team in a productive exercise to frame appropriate measures for Ops and Leadership teams. I will also use his "Answer Key" as a quick start to managing our group performance. An indispensable leading work in the part of sourcing (buying complex stuff) that always gets left out of decision making and initial contract implementations. 0 of 0 people found the following review helpful. They will help provide the best way to measure. In reading "Metrics: How to Improve Key Business Results"; you will build a process on how to think about the Real Question. Having the Root Question as the starting point, rather than the data points, is essential. The analogy used in the book is that of building a house. You would not begin by gathering the nails. The book demonstrates how silly this technique would be. It is necessary to begin with the vision of the house first. This vision will lead to the foundation (the shape of the root question) through stages that eventually lead to the nails. The nails are the final touches. If you start with the final touches you will never build your house! The book gives clear examples of how to begin with the root question (foundation) and be sure the question is the foundation and not the measurements (drywall). These examples will start you thinking in a whole different way; a more strategic thought process. In addition the author remembers that gathering of measurements can provoke fear in staff. Letting staff know what it will and will not be used for helps avoid mistrust, fear, and unintended consequences. Work with your staff. They will help provide the best way to measure! I highly recommend this book and this way of thinking to improve key business results. Start with chapters 1 through 4 to begin developing your business's health report! 0 of 0 people found the following review helpful. Recommended by Neil Barnes. Metrics isn't a topic people generally get excited about, and it fills some with apprehension. Klubeck makes the topic approachable in this book using an engaging, easy to understand narrative that guides the reader through the process of crafting - yes, crafting - good metrics. And, most importantly, you don't start with the data as we've mostly been conditioned to do. We began having meaningful conversations about metrics as a result of using Klubeck's book. Before you drown yourself with details about data and collection methods, do yourself a favor and educate yourself on this approach. You'll be glad you did.

Metrics are a hot topic. Executive leadership, boards of directors, management, and customers are all asking for data-based decisions. As a result, many managers, professionals, and change agents are asked to develop metrics, but have no clear idea of how to produce meaningful ones. Wouldn't it be great to have a simple explanation of how to collect, analyze, report, and use measurements to improve your organization? "Metrics: How to Improve Key Business Results" provides that explanation and the tools you'll need to make your organization more effective. Not only does the book explain the "why" of metrics, but it walks you through a step-by-step process for creating a report card that provides a clear picture of organizational health and how well you satisfy customer needs. Metrics will help you to measure the right things, the right way - the first time. No wasted effort, no chasing data. The report card provides a simple tool for viewing the health of your organization, from the outside in. You will learn how to measure the key components of the report card and thereby improve real measures of business success, like repeat customers, customer loyalty, and word-of-mouth advertising. This book: Provides a step-by-step guide for building an organizational effectiveness report card Takes you from identifying key services and products and using metrics, to determining business strategy Provides examples of how to identify, collect, analyze, and report metrics that will be immediately useful for improving all aspects of the enterprise, including IT What you'll learn Understand the difference between data, measures, information, and metrics Identify root performance questions to ensure you build the right metrics Develop meaningful and accurate metrics using concrete, easy-to-follow instructions Avoid the high risks that come with collecting, analyzing, reporting, and using complex data Formulate practical answers to data-based questions Select and use the proper tools for creating, implementing, and using metrics Learn one of the most powerful methods yet invented for improving organizational results Who this book is for "Metrics: How to Improve Key Business Results" was written for senior managers who need to improve key results. Equally, the book is for the department heads, middle managers, analysts, IT professionals, and change agents responsible for collecting, analyzing, and reporting metrics. Finally, it's for those who have to chase data and find meaningful answers to the "interesting" questions executives ponder.