

Topic: Use of measurements to drive improvement

How did you accomplish this topic during your implementation?

The set of questions do really fit this question. We can fix what we don't measure. We use measurement so we have facts to base our decision. We treat our customer the same way. More often than not things are decided based on emotion. This takes all the emotion out of the decision making process.

What resources/tools/vendors were used to accomplish this task?

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Was there any benchmarking activity?

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What lead you to use this method?

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What worked and what didn't work?

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What recommendations do you have for others attempting to use your method?

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How did you measure the effectiveness of this method?

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