

Topic: Publishing measurement results within the company

How did you accomplish this topic during your implementation?

Web repository manages the documents. The actual documents are built using proprietary methods via PowerPoint/PDF.

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

N/A

Was there any benchmarking activity?

N/A

What lead you to use this method?

Evolve with the technology.

What worked and what didn't work?

N/A

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

Involved the data consumer (internal and external customers). But balance the customer requirements with sensibility. Find a format and delivery method that most can live with and others will follow.

How did you measure the effectiveness of this method?

Internal customer satisfaction.