

Productivity Metrics

Examples

Organization-wide



Revenue per employee

Employee utilization

Total cost of workforce

General



Self-rated productivity

Planned-to-done ratio

Focus hours per day

Customer service



First-call resolution

Ticket creation to full resolution time

Support ticket response times

Sales



Sales growth

Revenue per sales representative

Software development



Defect escape ratio

Metrics At Work

Martin Klubeck



Metrics At Work:

Metrics at Work Angèle Christin, 2020-06-30 From Circulation Numbers to Web Analytics Journalists and their Readers in the United States and France Utopian Beginnings A Tale of Two Websites Entering the Chase for Clicks Transatlantic Convergences The Multiple Meanings of Clicks Journalists and Algorithmic Publics The Fast and the Slow Producing Online News in Real Time Between Exposure and Unpaid Work Compensation and Freelance Careers in Online News Conclusion

Metrics Vincanne Adams, 2016-03-05 This volume's contributors evaluate the accomplishments, limits, and consequences of using quantitative metrics in global health. Whether analyzing maternal mortality rates, the relationships between political goals and metrics data, or the links between health outcomes and a program's fiscal support, the contributors question the ability of metrics to solve global health problems. They capture a moment when global health scholars and practitioners must evaluate the potential effectiveness and pitfalls of different metrics, even as they remain elusive and problematic. Contributors: Vincanne Adams, Susan Erikson, Molly Hales, Pierre Minn, Adeola Oni, Orisan Carolyn Smith, Morris Marlee Tichenor, Lily Walkover, Claire L. Wendland.

Metrics Martin Klubeck, 2012-01-13 Metrics are a hot topic. Executive leadership boards, 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.

Measuring and Improving Performance James William Martin, 2009-08-26 As a pioneer in Lean improvement methods, Jim Martin was among the first to suggest that truly successful Lean initiatives are those applied across every facet of an organization, not just on the shop floor. Building on this concept, Martin demonstrates that one of the most effective ways to implement operational improvements across an organization.

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processes and products and making decisions based on quantified evidence This practical book describes how to integrate processes and metrics to ensure easier and more effective enterprise software development It crosses the divide between theory and practice and also discusses why essential processes so often fail to deliver quality industrial software Enterprise Software Development introduces the techniques for building applying and interpreting metrics for the workflows across the software development life cycle phases of inception elaboration construction and transition It is a must read for software engineering practitioners architects application developers designers and project managers academics and students and apprentices of software engineering *Project Management Metrics, KPIs, and Dashboards* Harold Kerzner, 2017-08-30 Harold Kerzner's essential strategies on measuring project management performance With the growth of complex projects stakeholder involvement and advancements in visual based technology metrics and KPIs key performance indicators are key factors in evaluating project performance Dashboard reporting systems provide accessible project performance data and sharing this vital data in a concise and consistent manner is a key communication responsibility of all project managers This third edition of Kerzner's groundbreaking work *Project Management Metrics KPIs and Dashboards A Guide to Measuring and Monitoring Project Performance* helps functional managers gain a thorough grasp of what metrics and KPIs are and how to use them Plus this edition includes new sections on processing dashboard information portfolio management PMO and metrics and BI tool flexibility Offers comprehensive coverage of the different dashboard types design issues and applications Provides full color dashboards from some of the most successful project management companies including IBM Microsoft and others Aligns with PMI's PMBOK Guide and stresses value driven project management PPT decks are available by chapter and a test bank will be available for use in seminar presentations and courses Get ready to bolster your awareness of what good metrics management really entails today and be armed with the knowledge to measure performance more effectively

Experimentation Works Stefan H. Thomke, 2020-02-18 Don't fly blind See how the power of experiments works for you When it comes to improving customer experiences trying out new business models or developing new products even the most experienced managers often get it wrong They discover that intuition experience and big data alone don't work What does Running disciplined business experiments And what if companies roll out new products or introduce new customer experiences without running these experiments They fly blind That's what Harvard Business School professor Stefan Thomke shows in this rigorously researched and eye opening book It guides you through best practices in business experimentation illustrates how these practices work at leading companies and answers some fundamental questions What makes a good experiment How do you test in online and brick and mortar businesses In B2B and B2C How do you build an experimentation culture Also best practice means running many experiments Indeed some hugely successful companies such as Amazon Booking.com and Microsoft run tens of thousands of controlled experiments annually engaging millions of users Thomke shows us how these and many other organizations prove that experimentation provides significant competitive advantage

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