

METRICS: TELL THE STORY

Metrics strengthen the case for why change is needed. Well defined metrics improve the quality of process improvement projects, unite dreams, drive behavior and reinforce goals.

ESTABLISH THE BASELINE

Communicate the Current State and establish goals for the Future State.



TIME

How long does the process take?

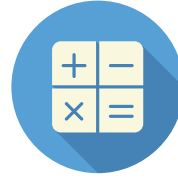
- # of days to complete a permit review
- # of hours to process an invoice
- Average customer wait time



ERRORS

Are there any common issues?

- % of journal entries done accurately
- # of incomplete applications received
- % of accounts delinquent



AMOUNT

How many times is this done?

- # of potholes repaired
- # of website hits
- # of applications processed



MONEY

What does the process cost?

- Cost per inspection completed
- Cost per mile of roadway swept
- Cost per call-for-service



SUSTAINABILITY

What resources are used in the process?

- Reduction in materials
- Reduction in energy/fuel/water usage
- Increase energy efficiency

COMMUNICATE THE CHANGE

Process improvements have a positive impact on the City of Fort Collins in the following ways:

SERVICE

Is the process more effective?

These improvements increase the capacity of the organization to meet goals and standards, based on customer expectations.

EX: The City is able to fill more potholes annually.

STEWARDSHIP

Is the process more efficient?

SOFT savings result from improvements that save employee's time.

HARD savings result from improvements that reduce organizational expenses.

SAFETY & WELLBEING

Is the customer better off?

These improvements demonstrate a positive impact to the internal or external customer experience. This can be a reduction in wait time or errors. Or an increase in safety and ease of process.

EX. Forms completed with fewer errors