



*DigiLEAF Inc. cordially invites you to attend*

## Building an Effective Metrics System

This course intends to quantify organizational goals by translating the Voices of: Customer, Process and Employees to measurable indicators that will reflect objectively the organizational performance. This course will discuss translation of Voices to Critical-to-Quality Attributes, mechanism of building metrics and statistical nature of data which will be made suitable for analysis. This course will also provide learning towards Cost of Poor Quality which will translate process performance to bottom line effect and designing a data collection plan that will standardize the gathering of data for metric calculation.

### TOPICS

- I. Knowing What to Measure
  - A.) Voice of the Business
  - B.) Voice of the Customer
  - C.) Voice of the Process
  - D.) Voice of the Employees
  - E.) Building the Business Map towards determining Parameters to Measure
- II. Knowing How to Formulate the Measure
  - A.) Descriptive Statistics
  - B.) Formulation of Key Performance Indicators
- III. Sanity Check for Metrics
  - A.) Accuracy and Bias
  - B.) Repeatability and Reproducibility
  - C.) Linearity and Stability
- IV. Guides Towards Metrics Formulation for:
  - A.) Delivery Performance
  - B.) Ageing and Cycle Time
  - C.) Cost of Poor Quality
  - D.) Rate of Production
  - E.) Utilization
  - F.) Customer Experience
- V. Fundamentals of Sampling Design
- VI. Building a Data Collection Plan

Duration: 1 day

### About us...

*DigiLEAF Inc.* is a solutions provider founded to alleviate the level of service quality awareness and practices in an organization. It's mission is to help businesses achieve organizational excellence through the development of its human resources and leveraging the use of technology in business. DigiLEAF- **Leading Excellence Among Fellows** provides cost effective quality training programs, management, and consulting services.

### BENEFITS FOR THE ATTENDEES

- Be able to identify what parameters to measure and how to prioritize depending on the organization's strategic goals
- Be able to understand the mechanics and technicality of forming the KPI's suitable for data analysis
- Be knowledgeable in sampling determination in cases where it is costly or impractical to gather the data for the whole population
- Be able to build a data collection plan

### TARGET AUDIENCE

- Operations/Support Managers
- Operations/Support Leads
- Quality Managers/Leads
- Process Leads/Engineers/Specialists
- QA/QC Leads/Specialists
- Project Managers/Leads

**Training Fee:** P6,825.00 per participant (12% VAT inclusive). This fee includes AM/PM snacks and lunch for each training day as well as all training materials. Call for group discount information.

**For more details and registration contact:** 864-0403 or 864-0596 look for our training coordinators

### Cancellation/Payment Policies:

- Cancellations made within 3 working days prior to the first training day are charged in full.
- No shows from the beginning to last training day are charged in full.
- Payments should be made 3 working days prior to first training day.
- DigiLEAF reserves the right to cancel or postpone the schedule due to emergency reasons.