How to get the Truth Out of Your KPIs USING SMART CHARTS

Create the singularly most powerful chart for your KPIs and dramatically transform the speed and cost of performance improvement.

stacey barr

Your notes:		

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The misleading methods of interpreting KPIs:

- Month to month % variances (or week, or quarter, etc...)
- Moving or rolling averages
- Trend lines
- Year-to-date or month comparison to targets or benchmarks

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KPIs tell lies when we use statistical methods without statistical thinking.

- ALL KPIs go up and down over time
- Most of the up-and-down is routine variation
- Some of the up-and-down is signals
- Most KPI analysis methods <u>FAIL</u> to separate routine variation from signals



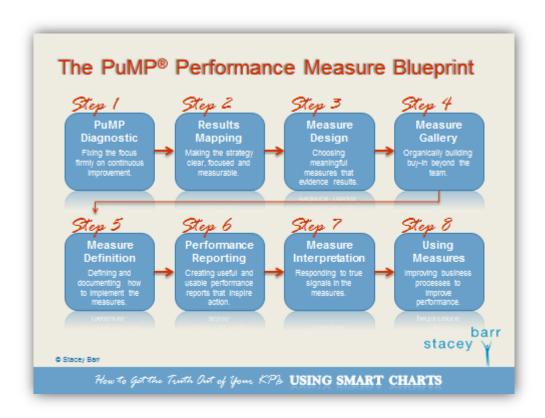


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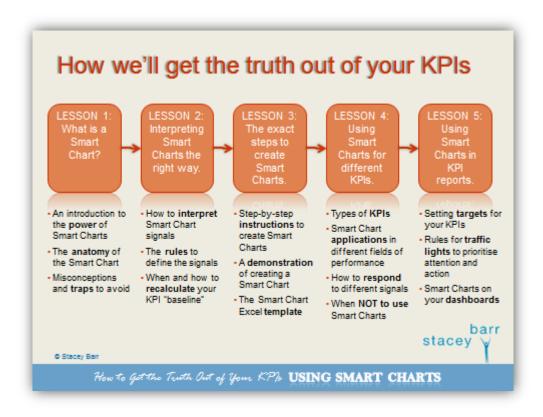




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