

12 WAYS TO MEASURE PROCESS PERFORMANCE



SUPPLIER MEASURES

- 1 Supplier Solution Quality**
The extent to which a supplier provides a solution that solves the process' problem.
- 2 Supplier Delivery**
The extent to which a supplier delivers what the process wants when the process wants it.
- 3 Supplier Service**
The extent to which a supplier provides valued relationship support to its customer.



OPERATING MEASURES

- 4 Process Efficiency**
The extent to which a process provides its solution while minimizing all forms of waste.
- 5 Process Alignment**
The extent to which process supply is synchronized with customer demand.
- 6 Process Productivity**
The extent to which a process maximizes the value provided from its assets and resources.
- 7 Process Compliance**
The extent to which a process complies with third party requirements.
- 8 Process Responsibility**
The extent to which a process is operated in a safe and ethical manner.
- 9 Process Value**
The extent to which a process provides more value than its cost of operation



CUSTOMER MEASURES

- 10 Process Solution Quality**
The extent to which a process provides a solution that solves its customer's problem.
- 11 Process Delivery**
The extent to which a process delivers what the customer wants when the customer wants it.
- 12 Process Service**
The extent to which a process provides valued relationship support to its customer.