Types of Measures

What are the different kinds of measures?

Efficiency measures generally look at the time it takes to complete a process (process time).

Effectiveness measures look at how well your organization performs a particular process, or can identify the number of defects or errors in a process. There are different styles of measurement sheets, depending on your measure (see one-pager on “Creating Measurement Sheets”).

You must remember to always collect the overall cycle time, in other words how long the process takes start to finish.

Examples:

Efficiency Measures
- How long it takes to complete the admission process
- How long it takes to search for items missing
- How long it takes to complete an inventory list

Effectiveness Measures
- How many times and type of information is missing on a form
- How many times and items were missing at your workspace
- How many times did you have to walk to another department to get information

Step 1: Defining Measures
As a team brainstorm all the different measures you could collect. See “How to decide what to measure”.

Step 2: Creating Measurement Sheets
Once you decide what you are going to measure create the measurement sheets. See the one pager on “Creating Measurement Sheets” for more details.

Step 3: Creating a Measurement Plan
Once you have created your measurement sheets, you will need to complete a measurement plan. The measurement plan details the “who, what, where, when and how” measures will be collected.

Step 4: Trialing the Measurement Sheets
Have the measurement sheets sent out for one or two days, and then examine the data you are collecting. You must verify that the data you get is what you are looking for, and that staff understand how to use the collection sheets properly. Often this trial period will uncover problems with how the data is being captured. Take this opportunity to adjust the measurement sheet to better suit the user. These adjustments will go a long way to ensure data integrity.

A word of caution: do not skip this step - if you have data collection for two weeks and only then do you find out the data is meaningless, you have just wasted two weeks and the whole project will be held up.

Step 5: Data Collection
Once your trial period has validated your measures and measurement sheets, its time to collect your data this can take anywhere from 1-3 weeks. See the one-pager on “Sample Size” to ensure you have enough data to create a baseline.

Step 6: Measurement Check Points
Doing your collection phase schedule measurement check points. These are times where you physically check on the measures being collected. If staff are not filling them out, find out why.