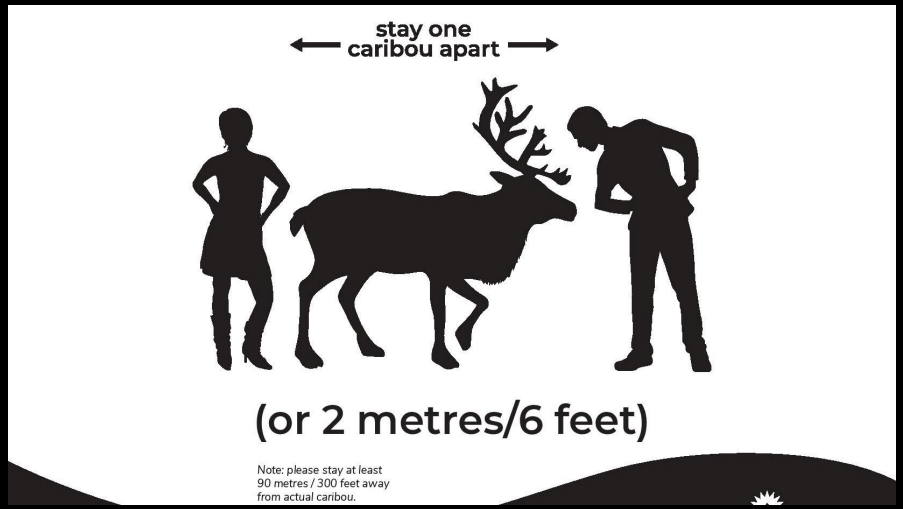

Metrics
You Should Use
(but Don’t)
@catswetel at #GOTOpia

If you don’t know WHY you are measuring what you are measuring, just don’t.

Thank you for attending my TED talk.

If you don’t know WHY you are measuring what you are measuring, just don’t.



Decisions
Sensitivities
Options

Balance is key.

QUALITY

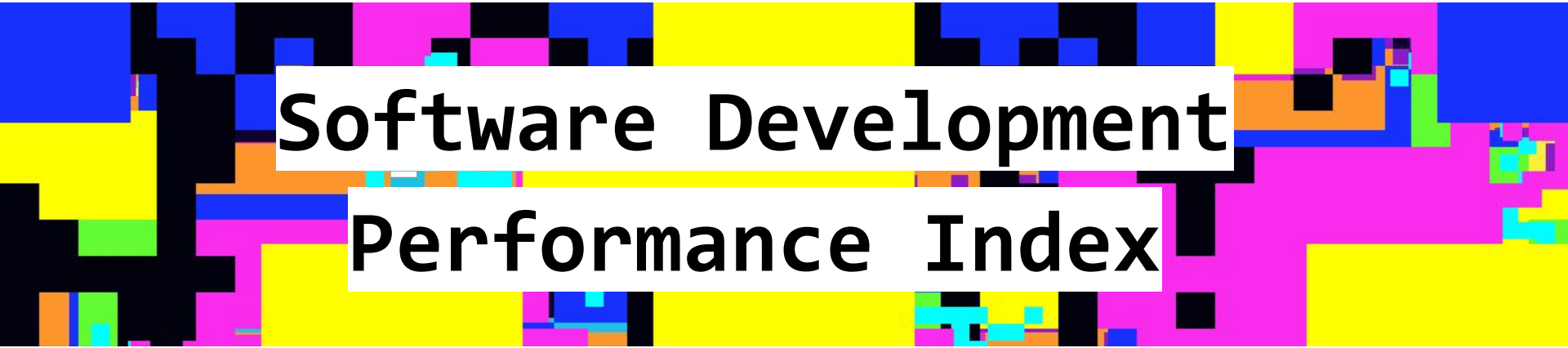
RESPONSIVENESS

PRODUCTIVITY

PREDICTABILITY

Larry Maccherone

QUALITY RESPONSIVENESS



PRODUCTIVITY PREDICTABILITY

Larry Maccherone

QUALITY

RESPONSIVENESS

What's missing?

PRODUCTIVITY

PREDICTABILITY

“The RIGHTER we do the WRONG thing, the WRONGER we become.”

-- Dr Russell Ackoff

QUALITY

RESPONSIVENESS

PRODUCTIVITY

PREDICTABILITY

Quality is a characteristic of a relationship with a user

Statistical Method from the Viewpoint of Quality Control
by Walter Shewhart

QUALITY

RESPONSIVENESS

PRODUCTIVITY

PREDICTABILITY

Larry Maccherone

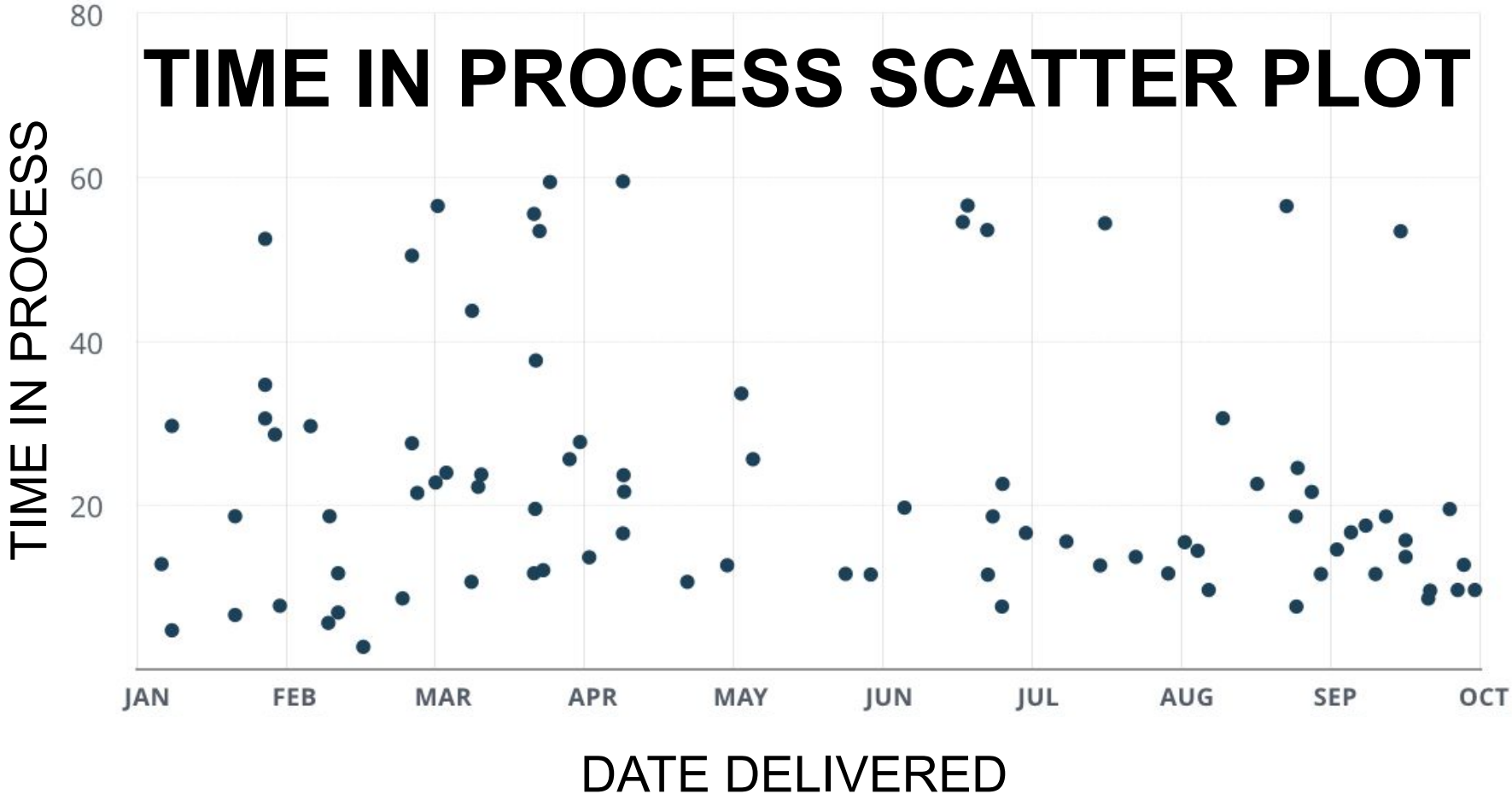


@catswetel at #GOTOpia

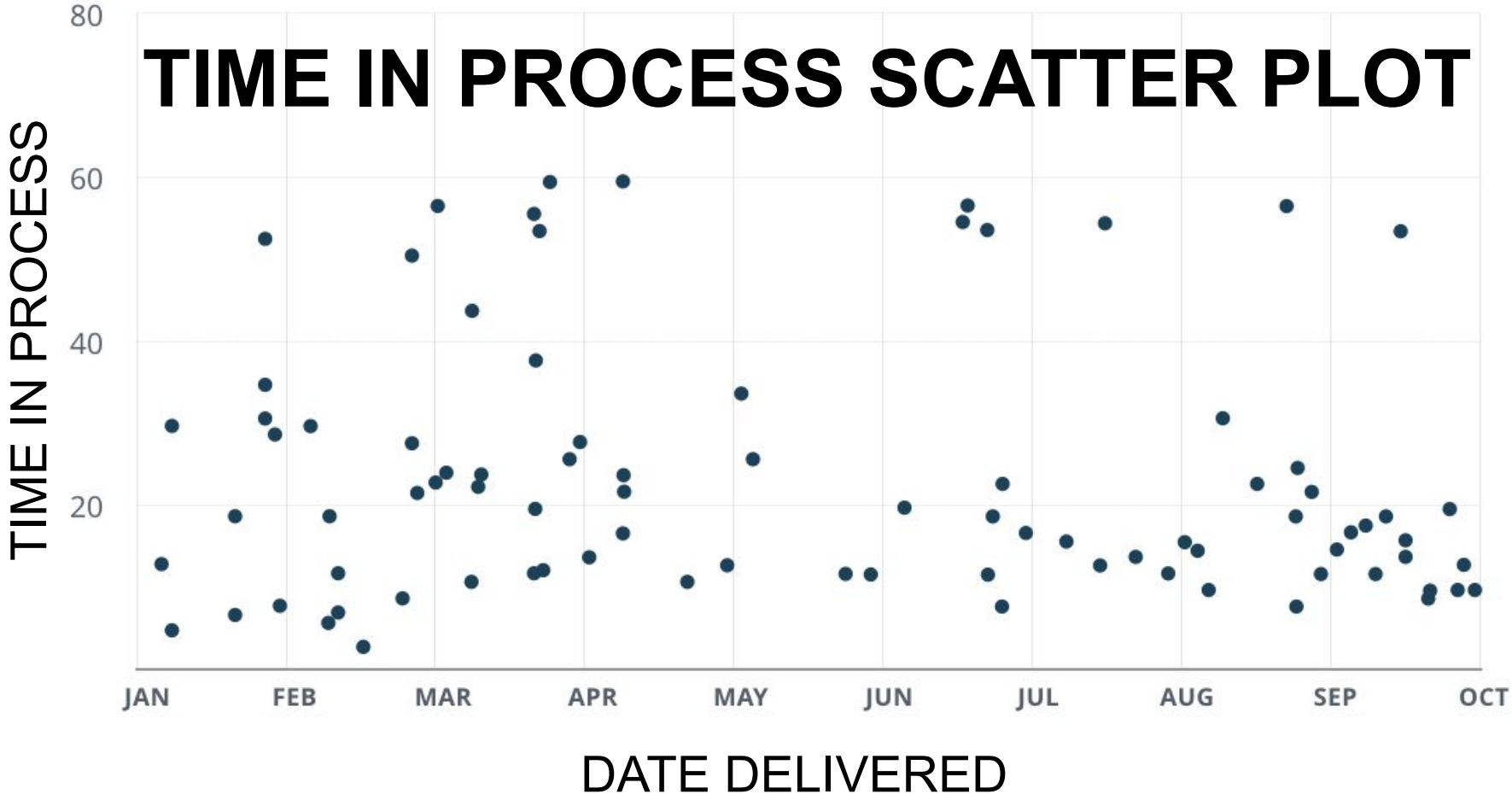
Time in Process

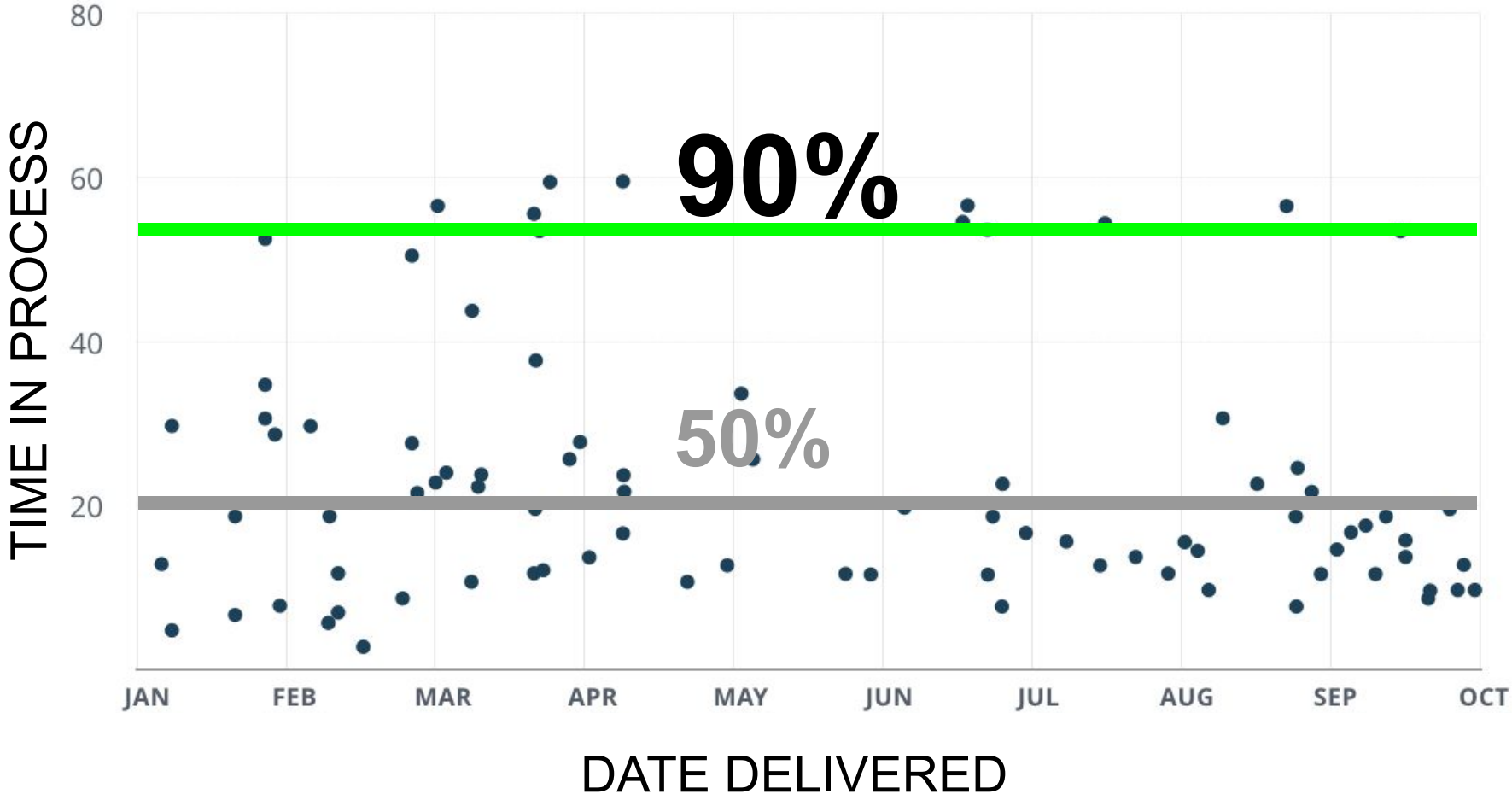
Units of time per unit of work

TIME IN PROCESS SCATTER PLOT

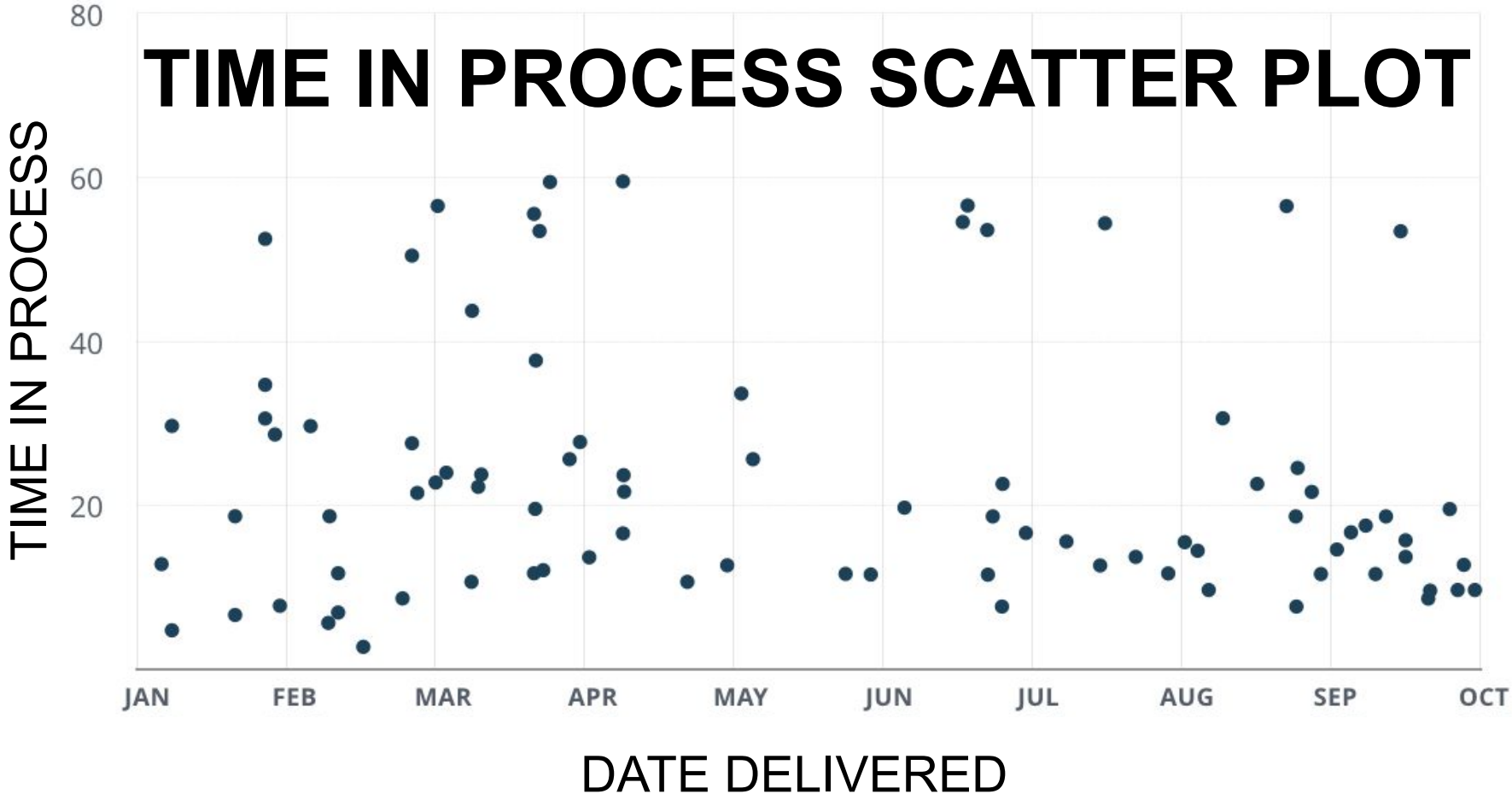


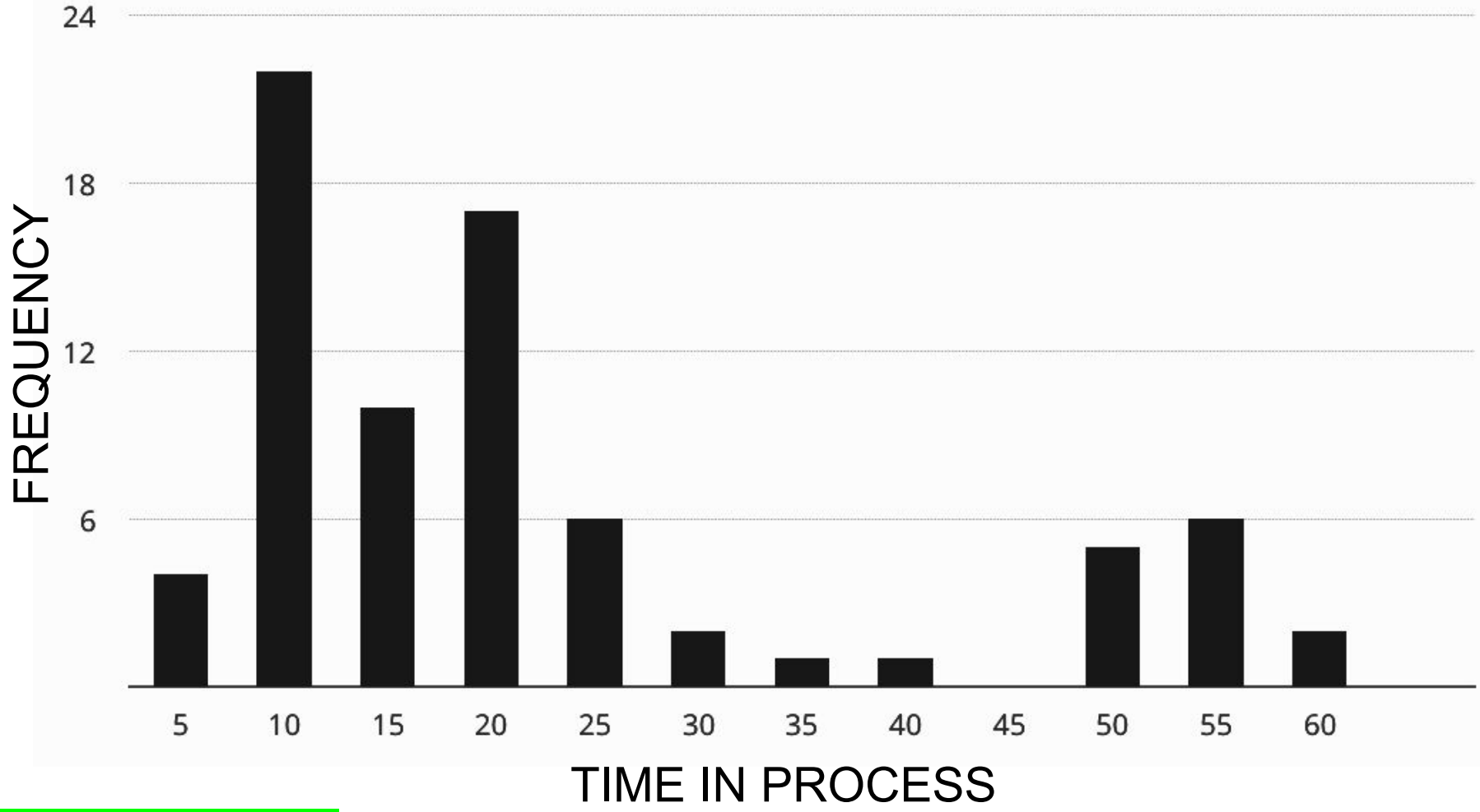
TIME IN PROCESS SCATTER PLOT

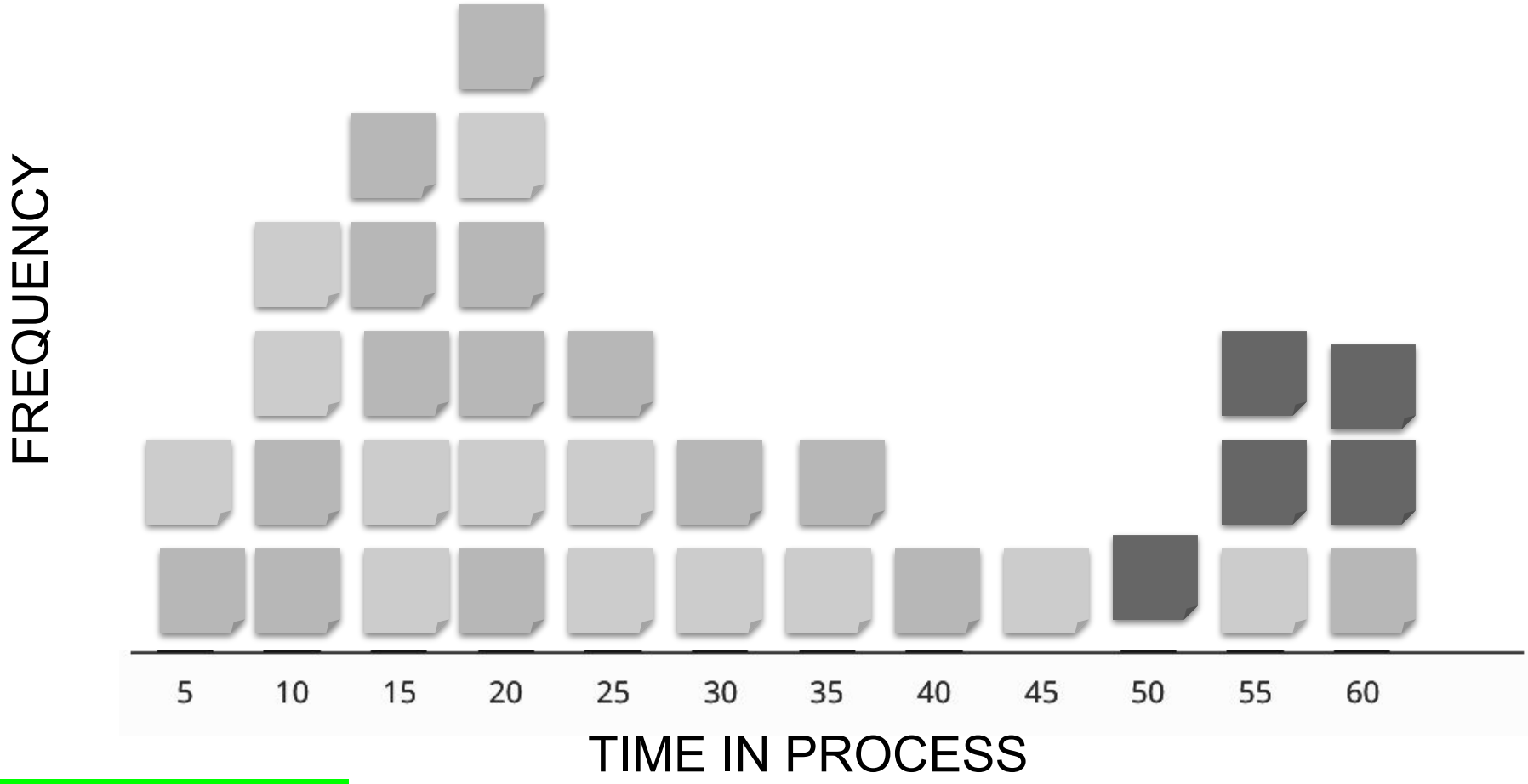



80
60
40
20
TIME IN PROCESS
90%
50%
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
DATE DELIVERED

TIME IN PROCESS SCATTER PLOT




24
18
12
6
FREQUENCY
5
10
15
20
25
30
35
40
45
50
55
60
TIME IN PROCESS


FREQUENCY
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45
50
55
60
TIME IN PROCESS





WEIBULL DISTRIBUTION



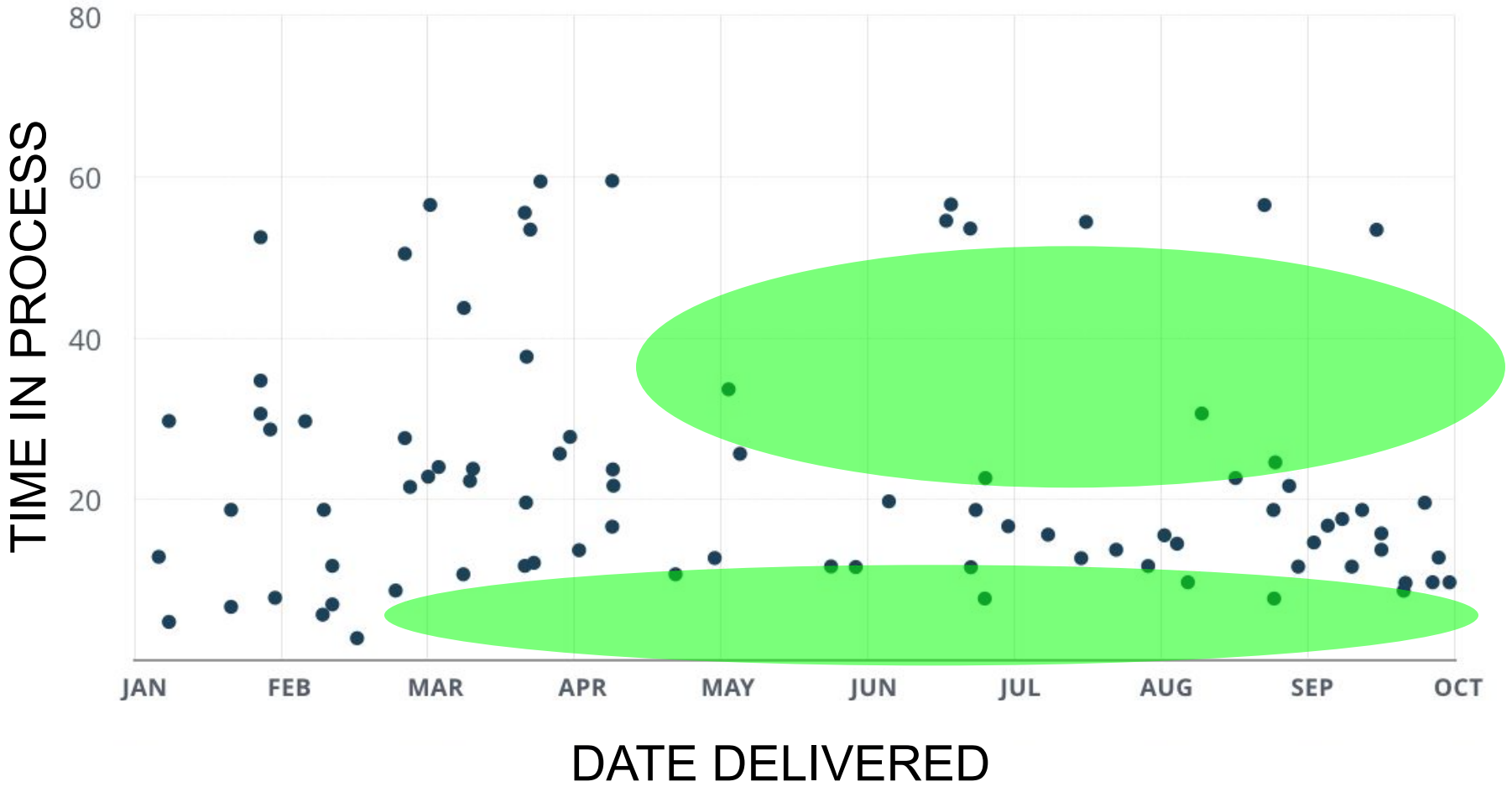
WEIBULL DISTRIBUTION ….maybe?

Definitely not normal.

Stop trying to make everything normal

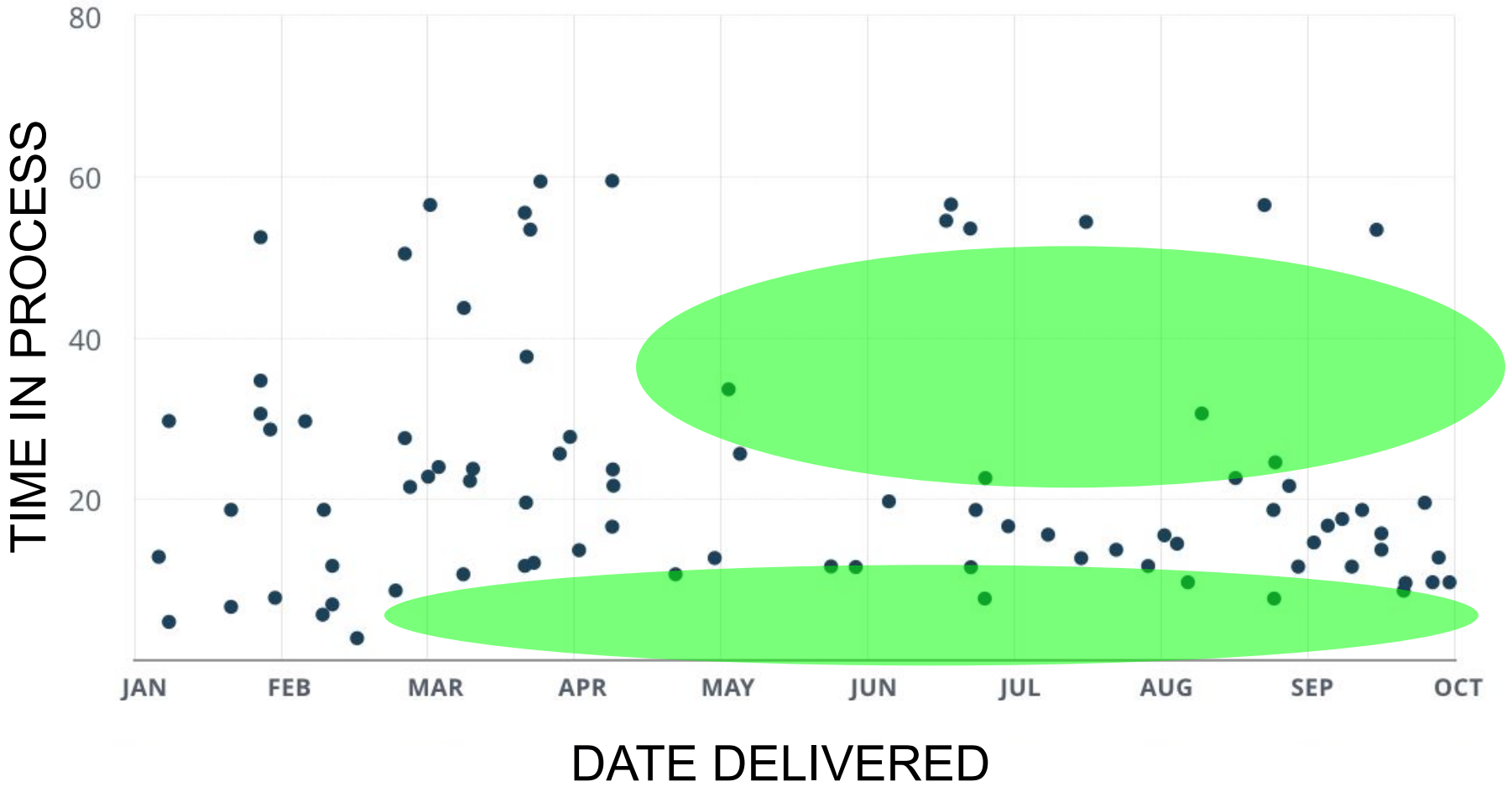
@catswetel at **#GOTOpia**

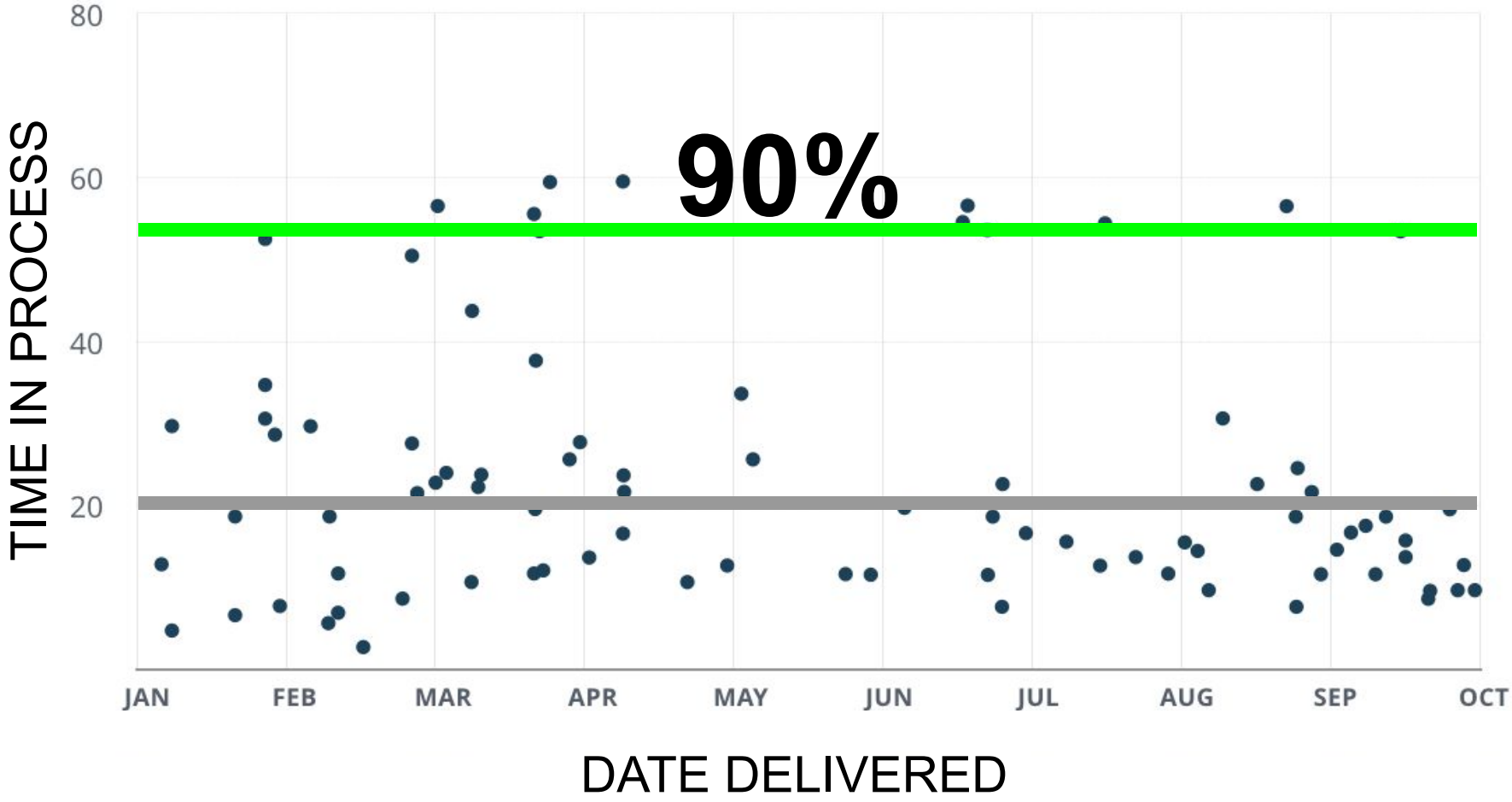

Tell me a story...
TIME IN PROCESS
80
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JUN
JUL
AUG
SEP
OCT
DATE DELIVERED

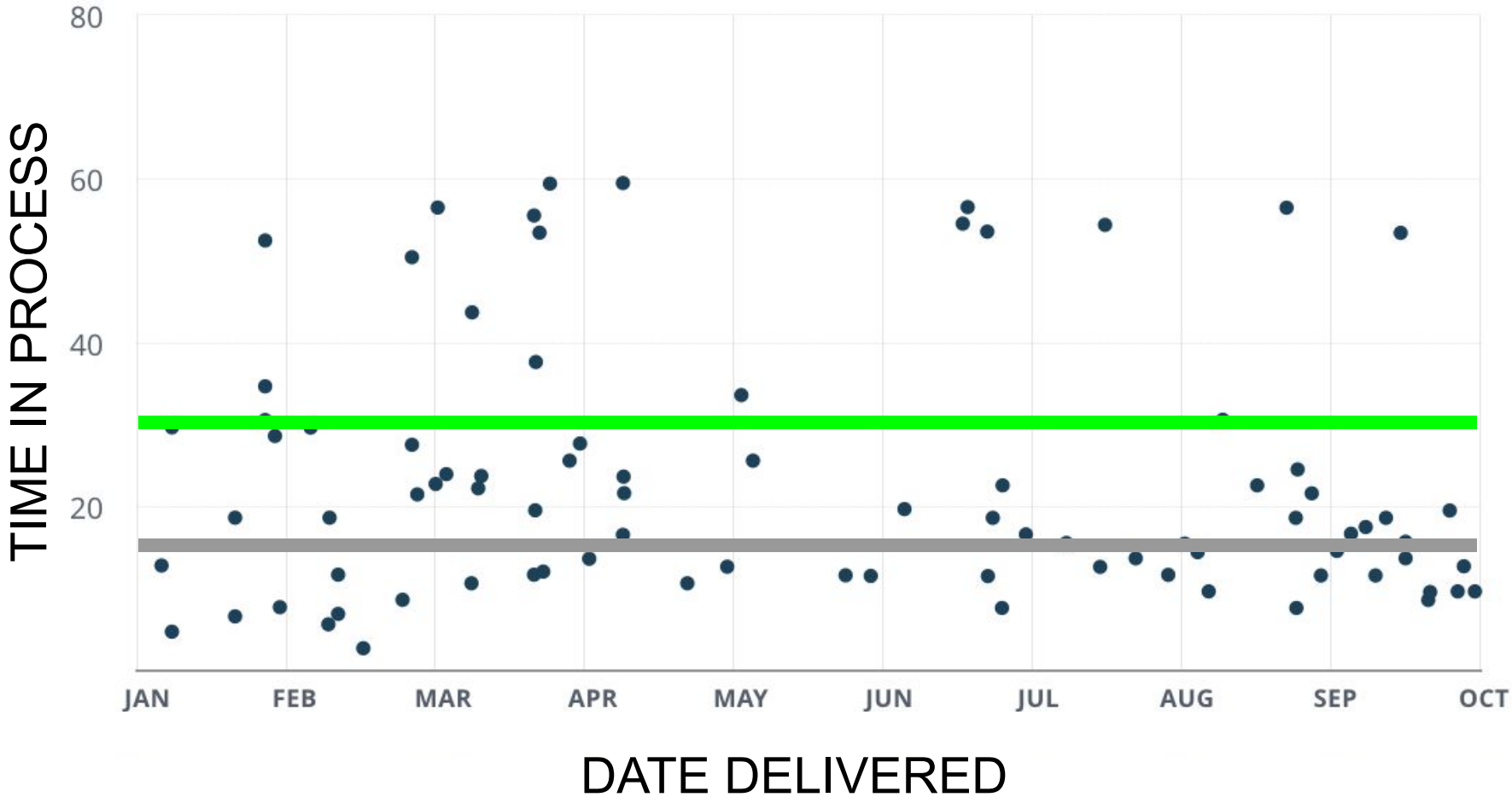

TIME IN PROCESS
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JAN
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SEP
OCT
DATE DELIVERED

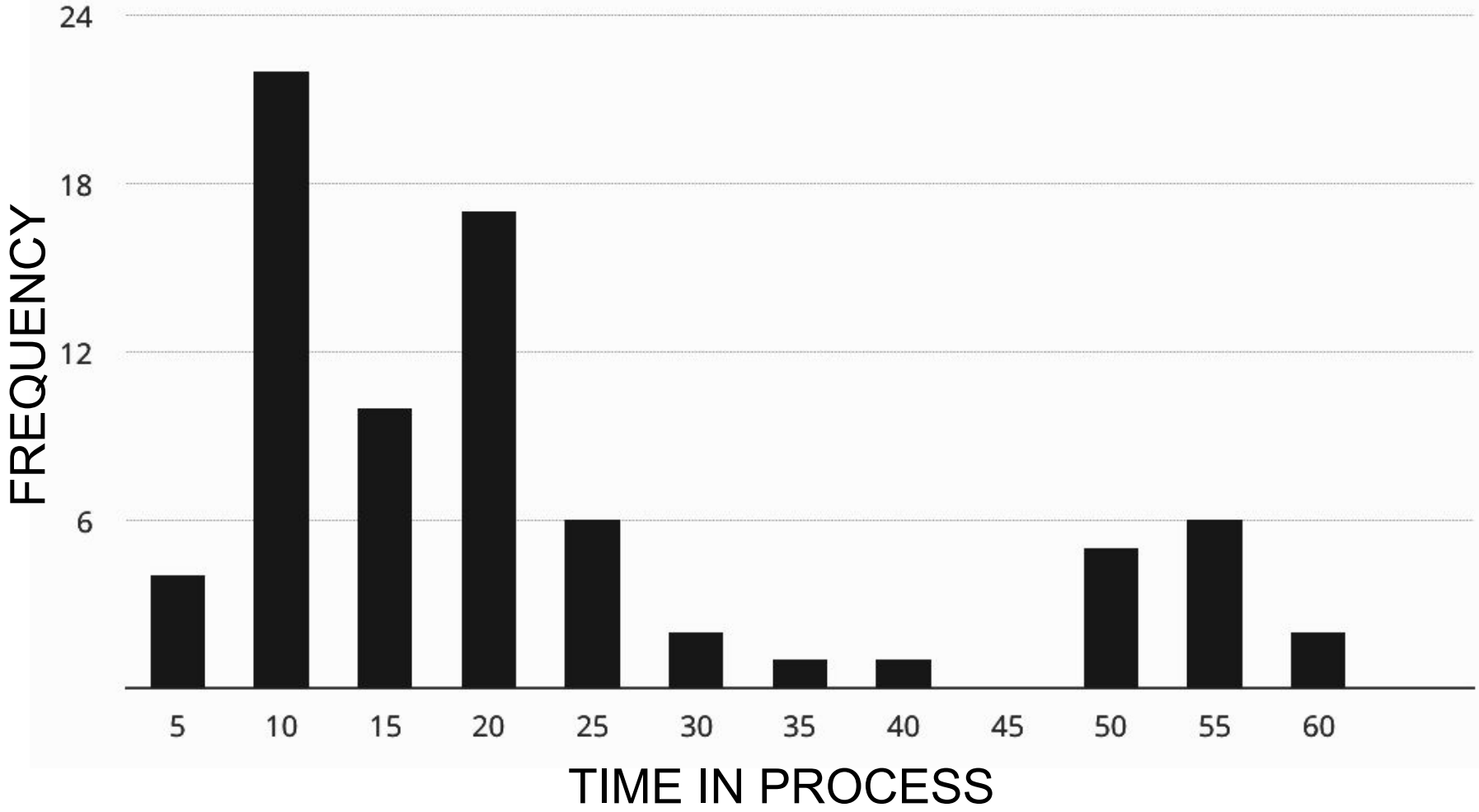
MULTIMODAL




TIME IN PROCESS
80
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JAN
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JUN
JUL
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SEP
OCT
DATE DELIVERED

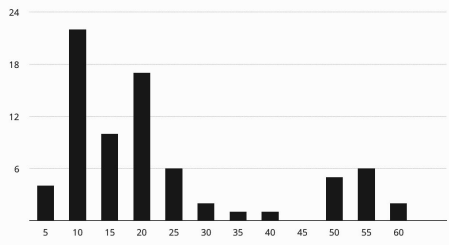

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90%
TIME IN PROCESS
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SEP
OCT
DATE DELIVERED

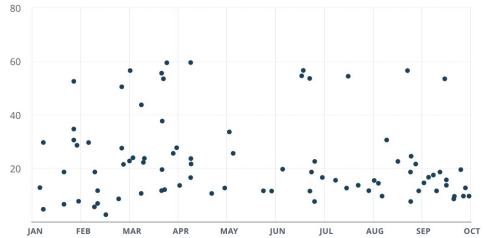

TIME IN PROCESS
80
60
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20
JAN
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APR
MAY
JUN
JUL
AUG
SEP
OCT
DATE DELIVERED


24
18
12
6
FREQUENCY
5
10
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25
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60
TIME IN PROCESS

QUALITY

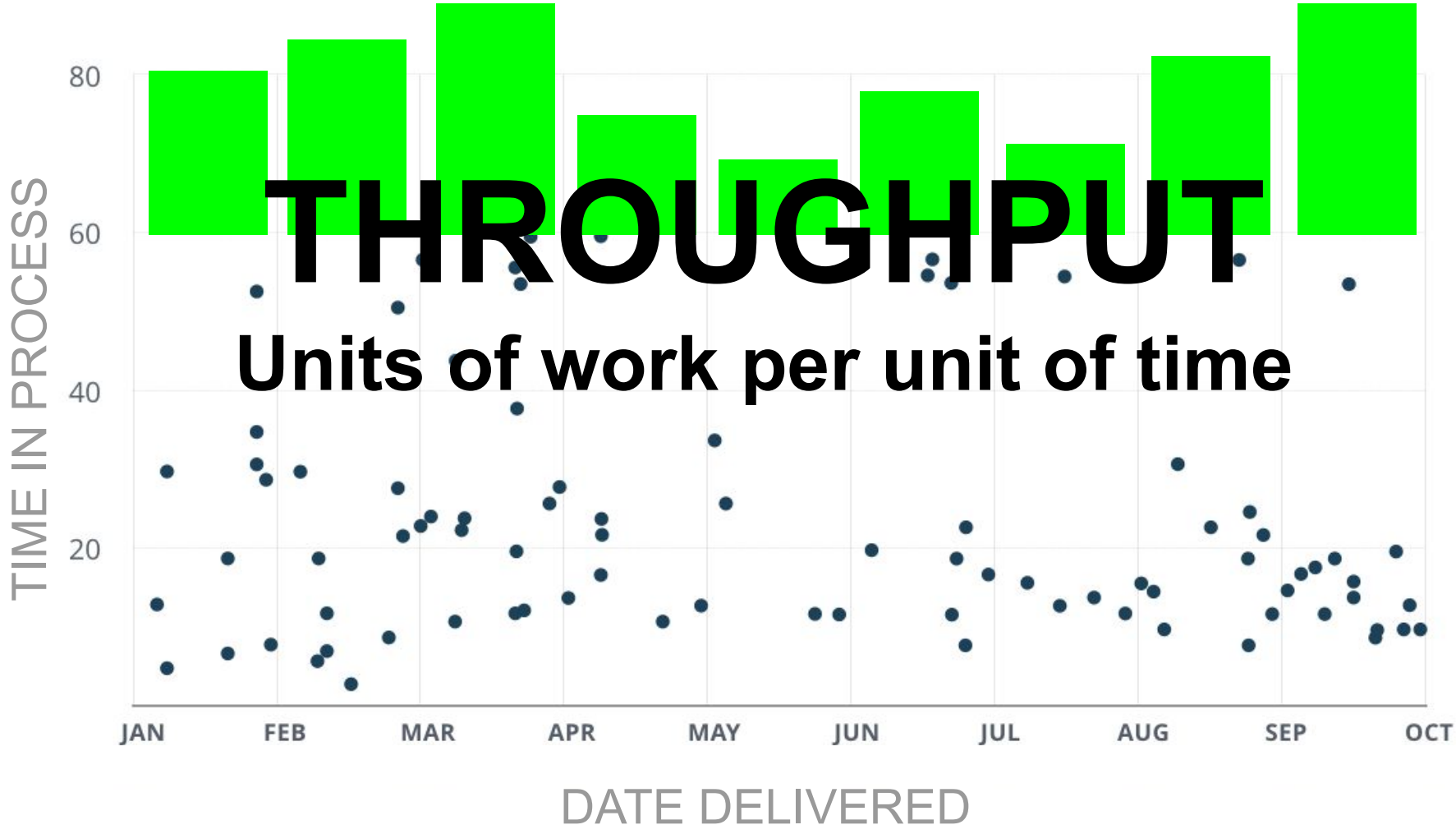
RESPONSIVENESS

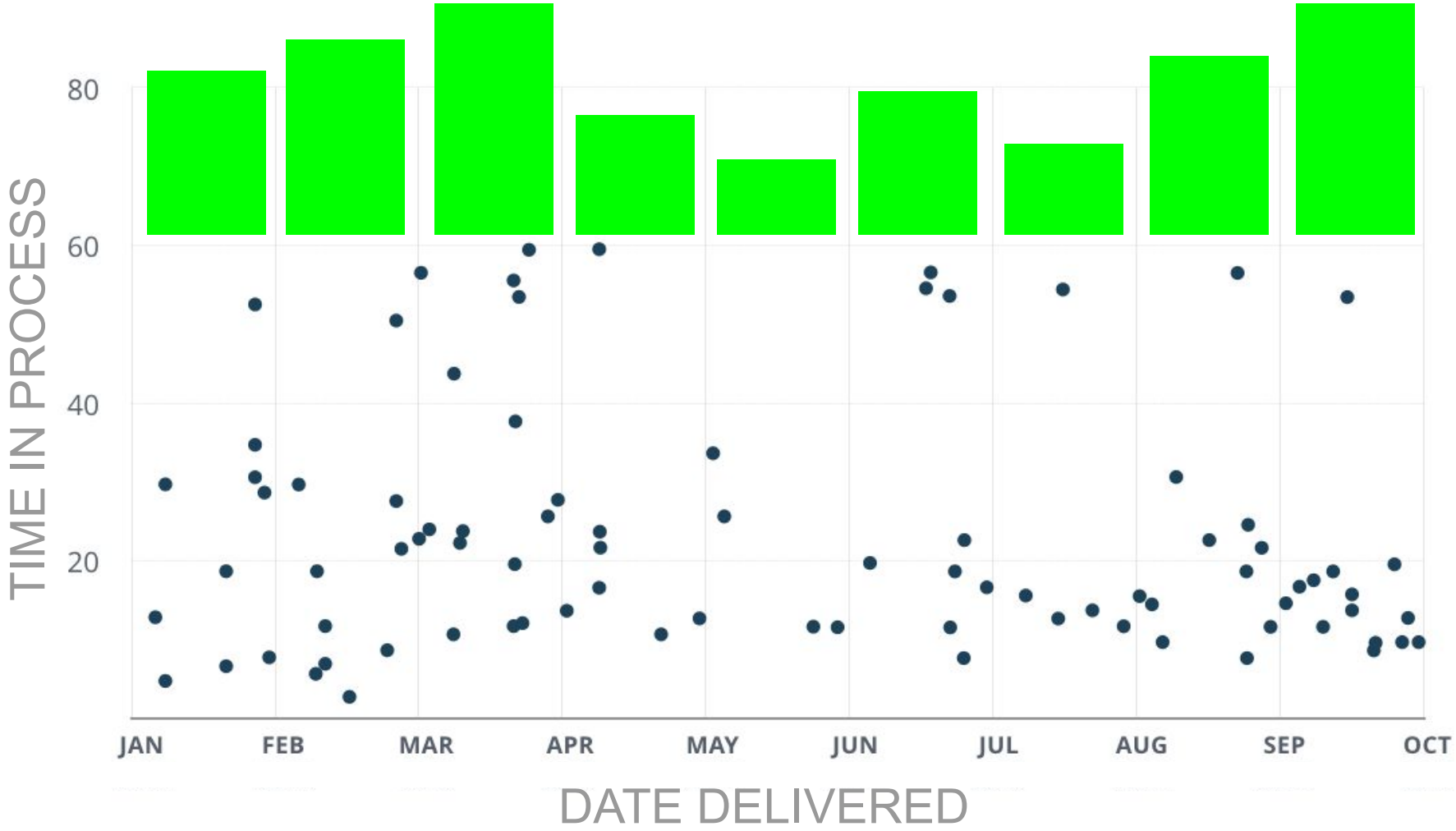


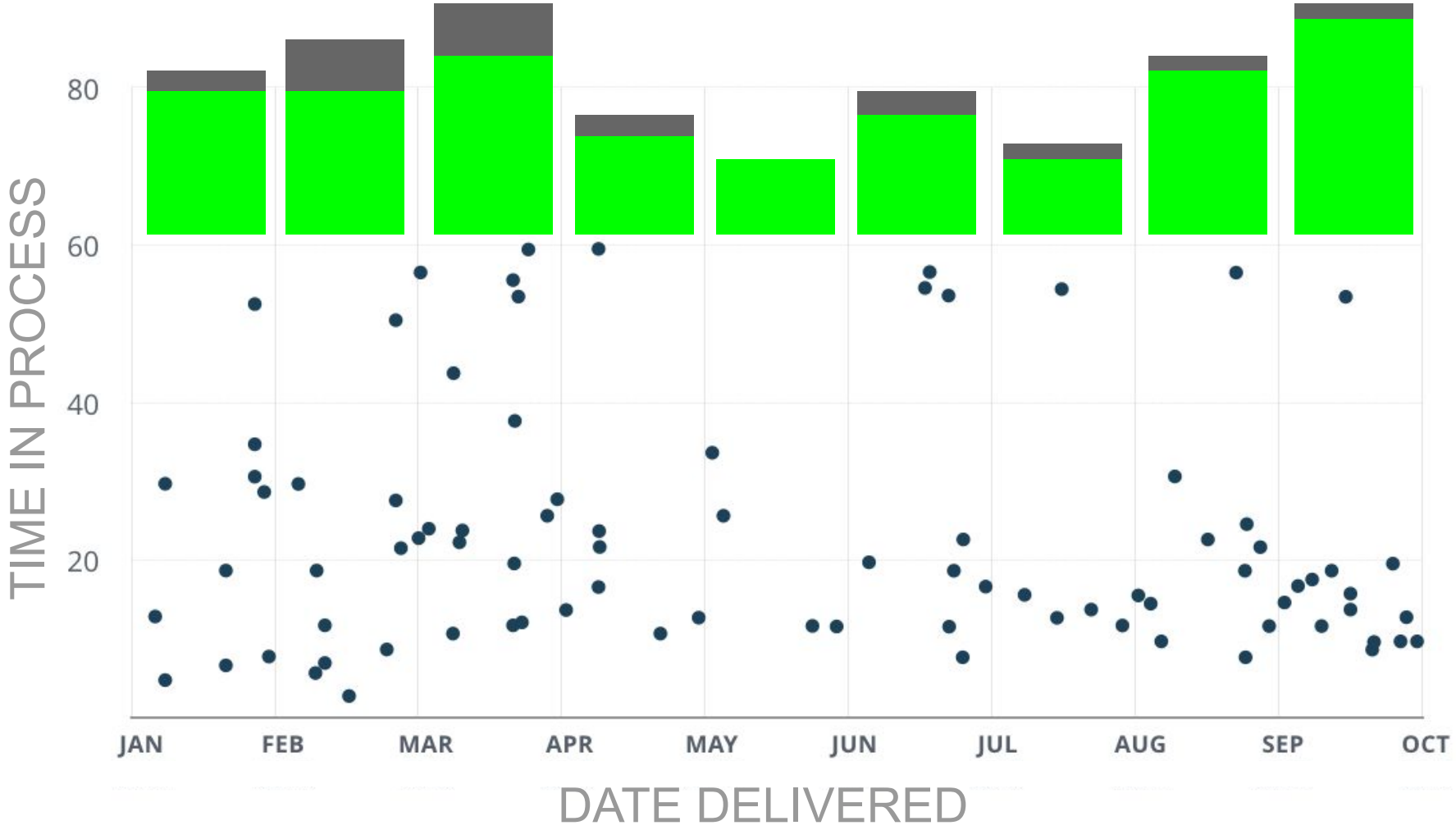


PRODUCTIVITY

PREDICTABILITY


THROUGHPUT
Units of work per unit of time
TIME IN PROCESS
80
60
40
20
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
DATE DELIVERED


TIME IN PROCESS
80
60
40
20
JAN
FEB
MAR
APR
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JUL
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SEP
OCT
DATE DELIVERED

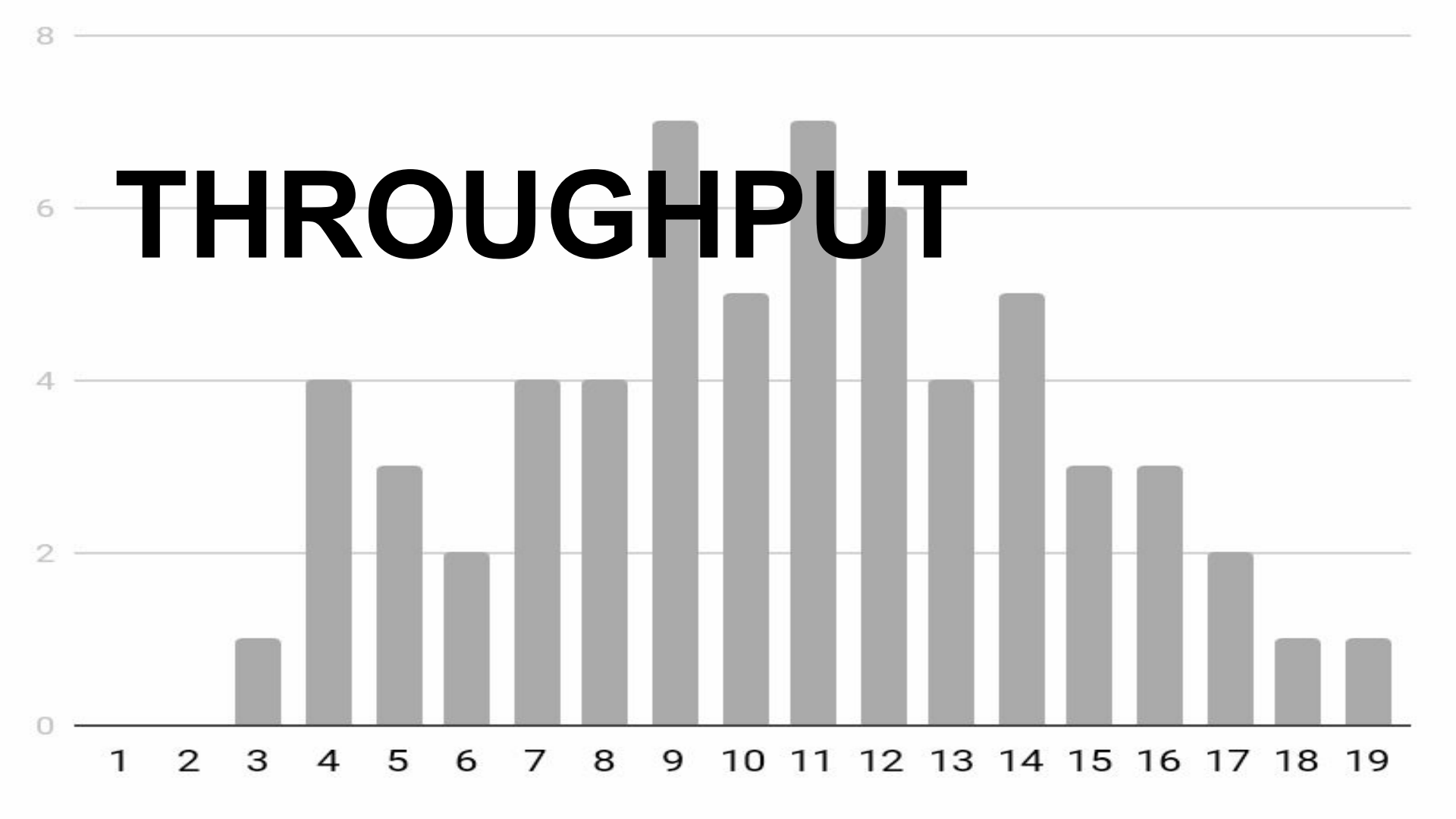

TIME IN PROCESS
80
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DATE DELIVERED

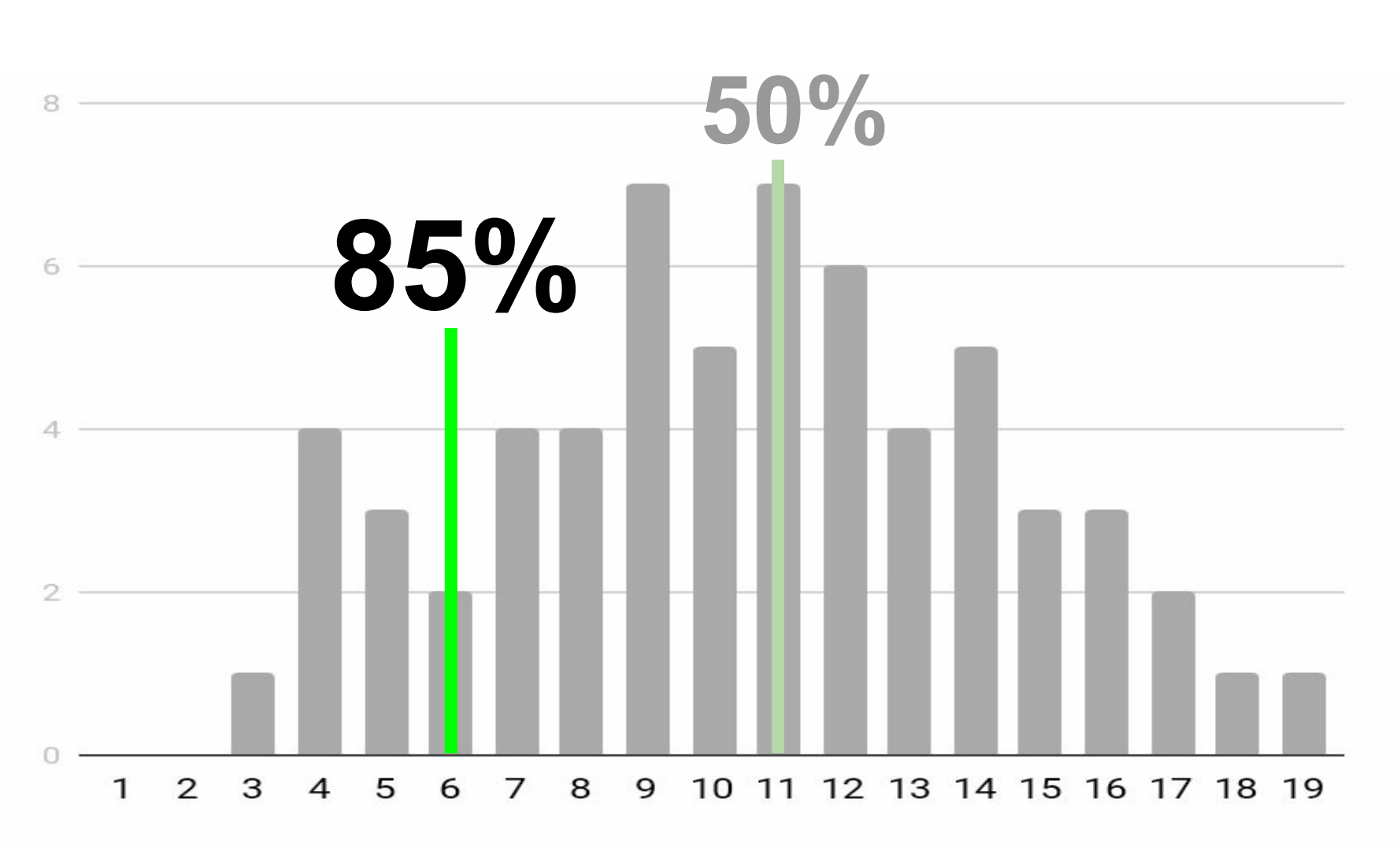
QUALITY

RESPONSIVENESS

PRODUCTIVITY

PREDICTABILITY


THROUGHPUT
8
6
4
2
0
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19

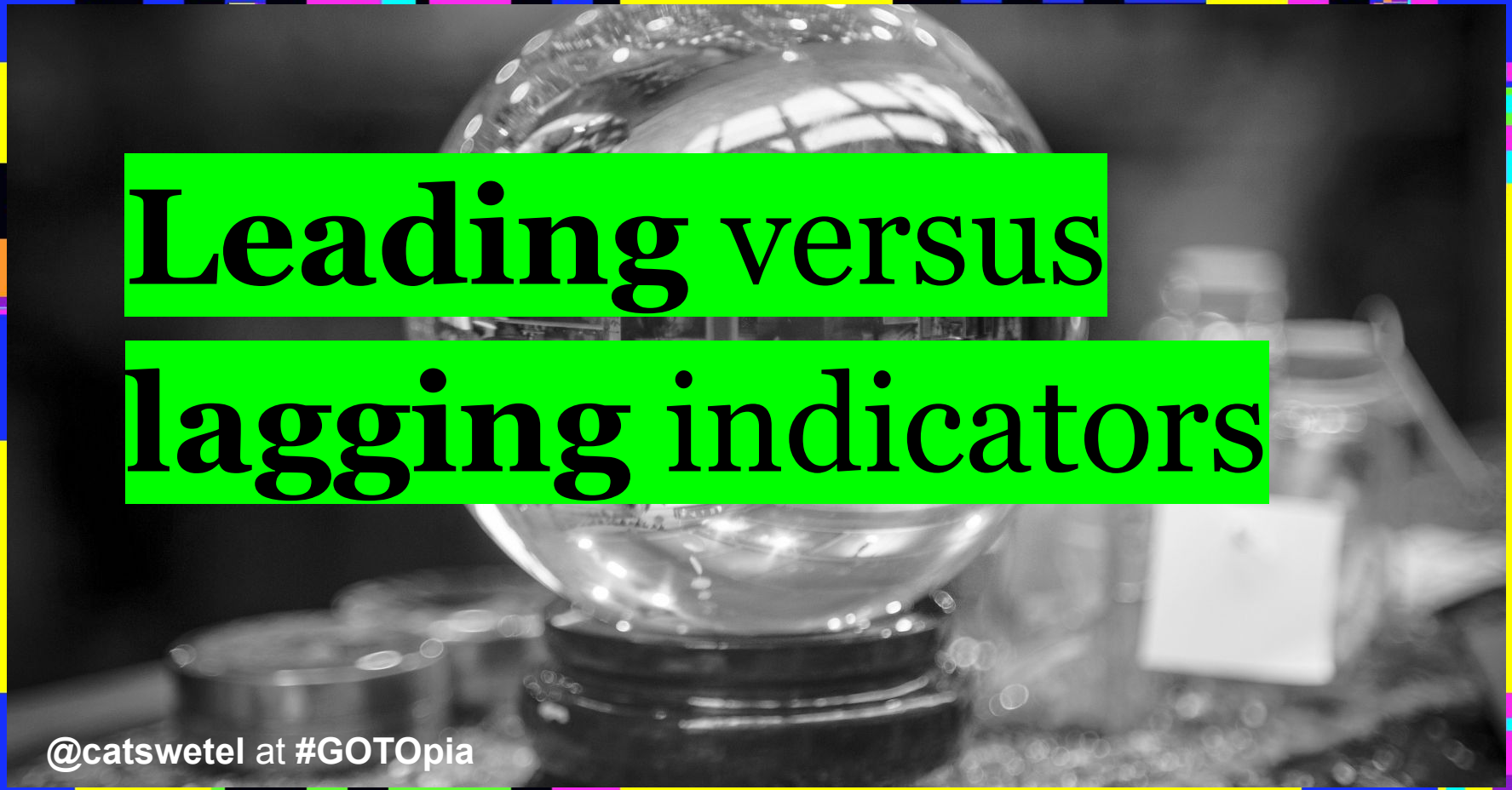

50%
85%
8
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1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19

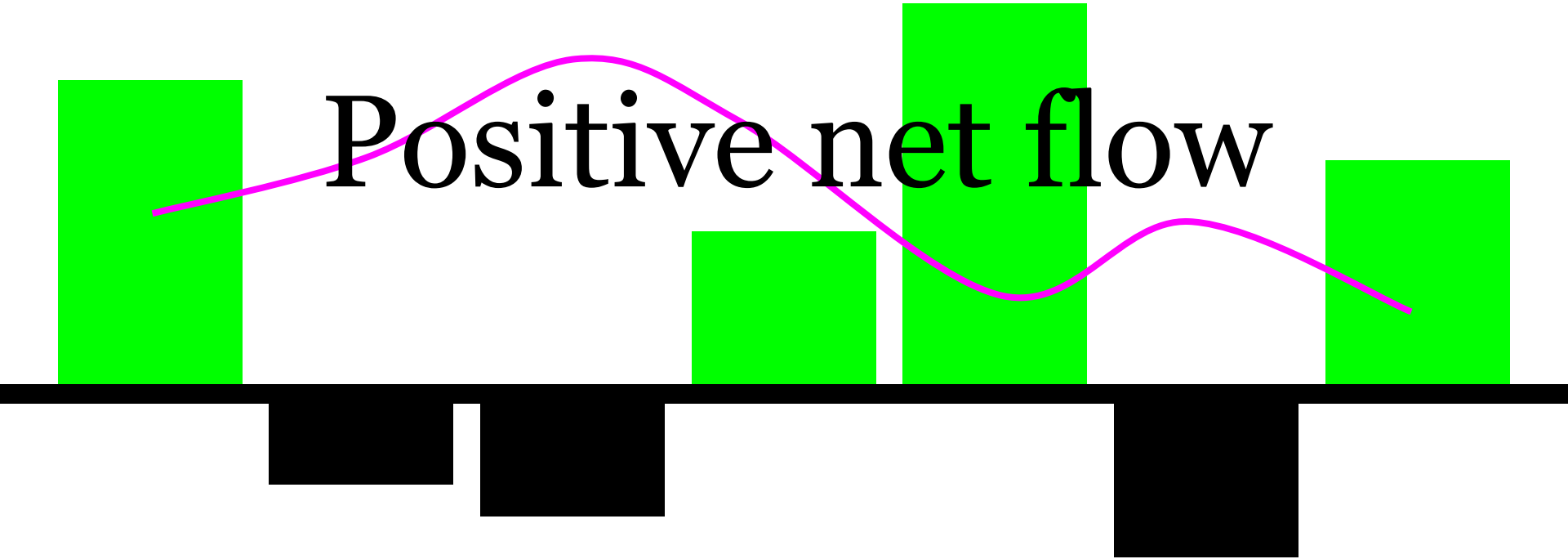
QUALITY

RESPONSIVENESS

PRODUCTIVITY

PREDICTABILITY


Leading versus
lagging indicators
@catswetel at #GOTOpia


Positive net flow
Negative net flow

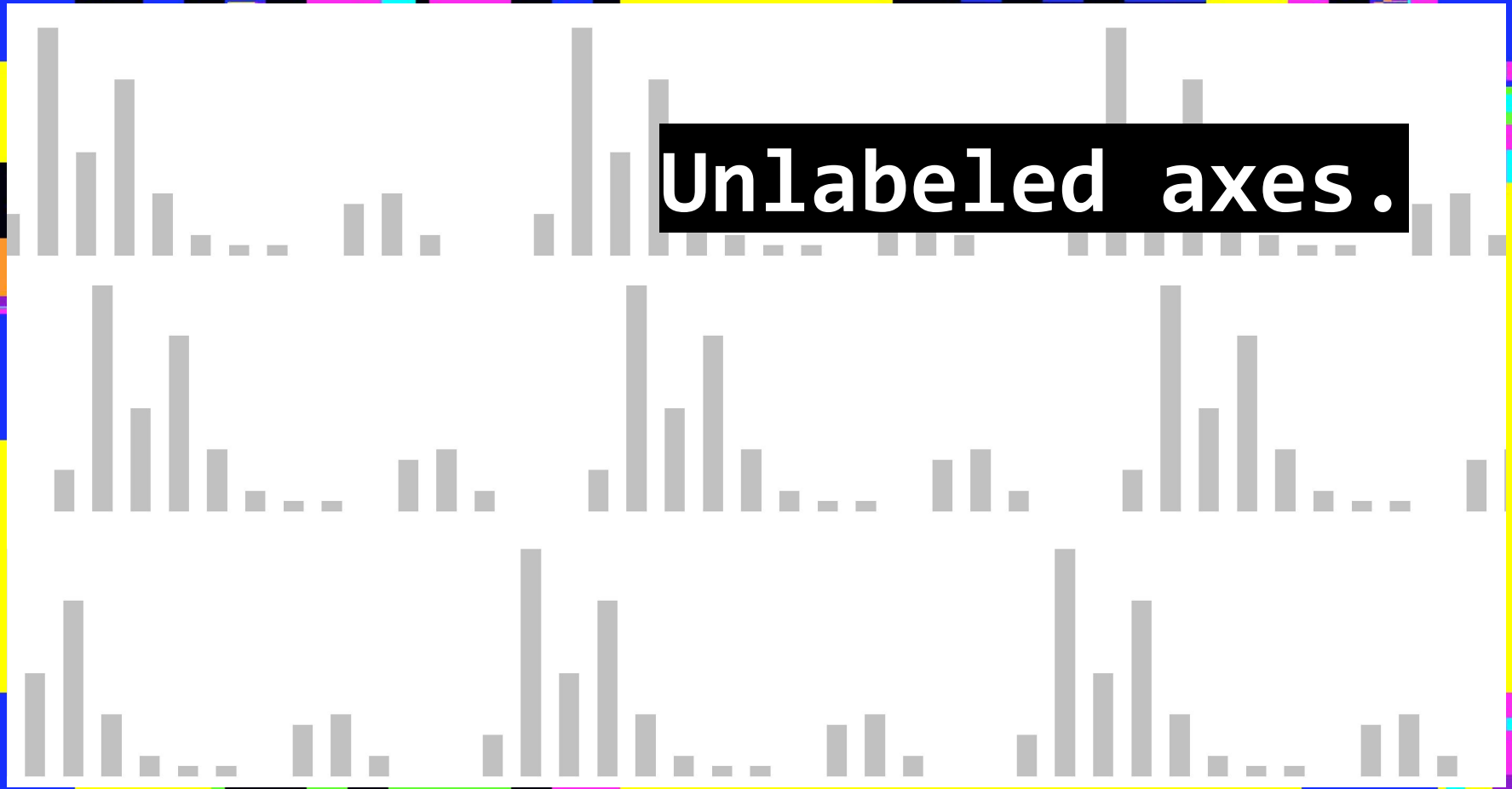
LITTLE'S LAW

Average # of items in a system = Average arrival rate * Average time spent in the system

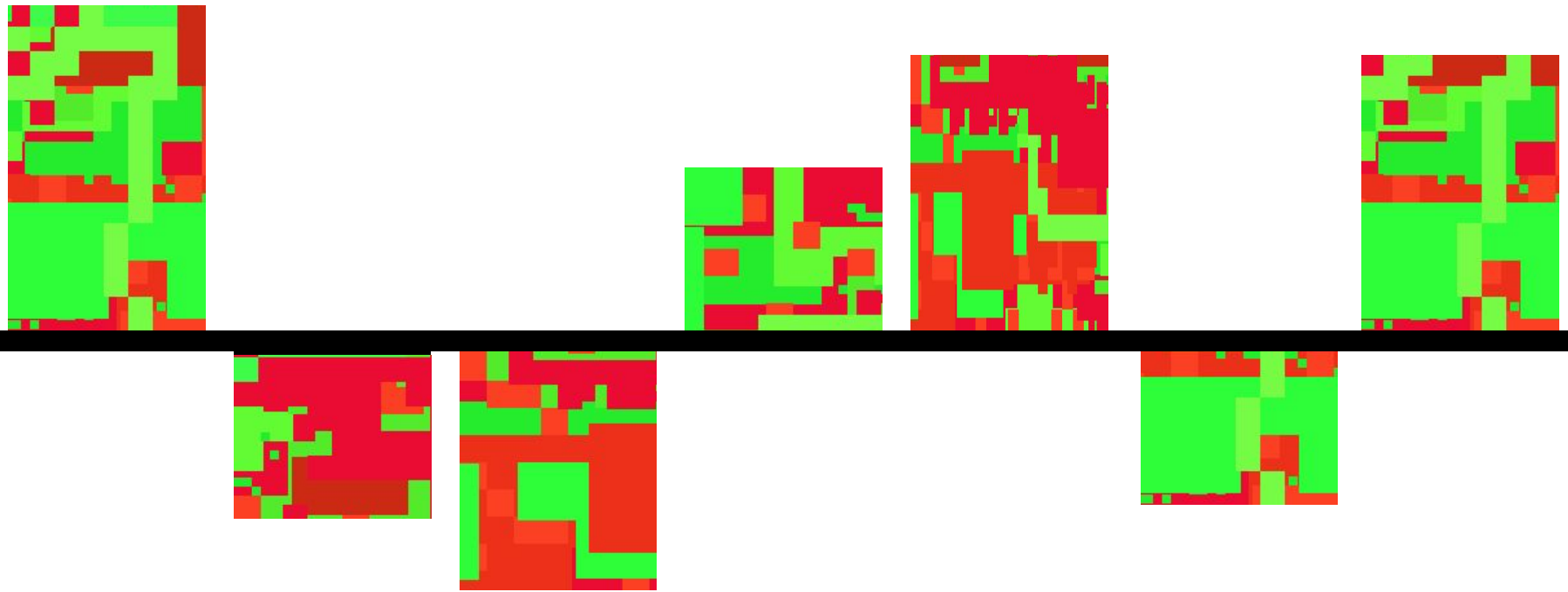
Average time spent in a system = Average # of items in a system / Average throughput


#NOESTIMATES


ThInGs tO nOtIcE


Unlabeled axes.

NO red and green.




My team isn't performing at its best due to some people feeling unsafe (For example, people scared about speaking up, or feel unheard, or embarrassed about being wrong)
Always
7% (20 votes)
Often
33% (88 votes)
Sometimes
47% (126 votes)
Never
13% (36 votes)


NO story points!
No sizing whatsoever!



It’s the system , stupid.


Questions/Comments?
Find me on Twitter and LinkedIn!