

# BQF Academy

**Measuring results through change**

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# Who am I?

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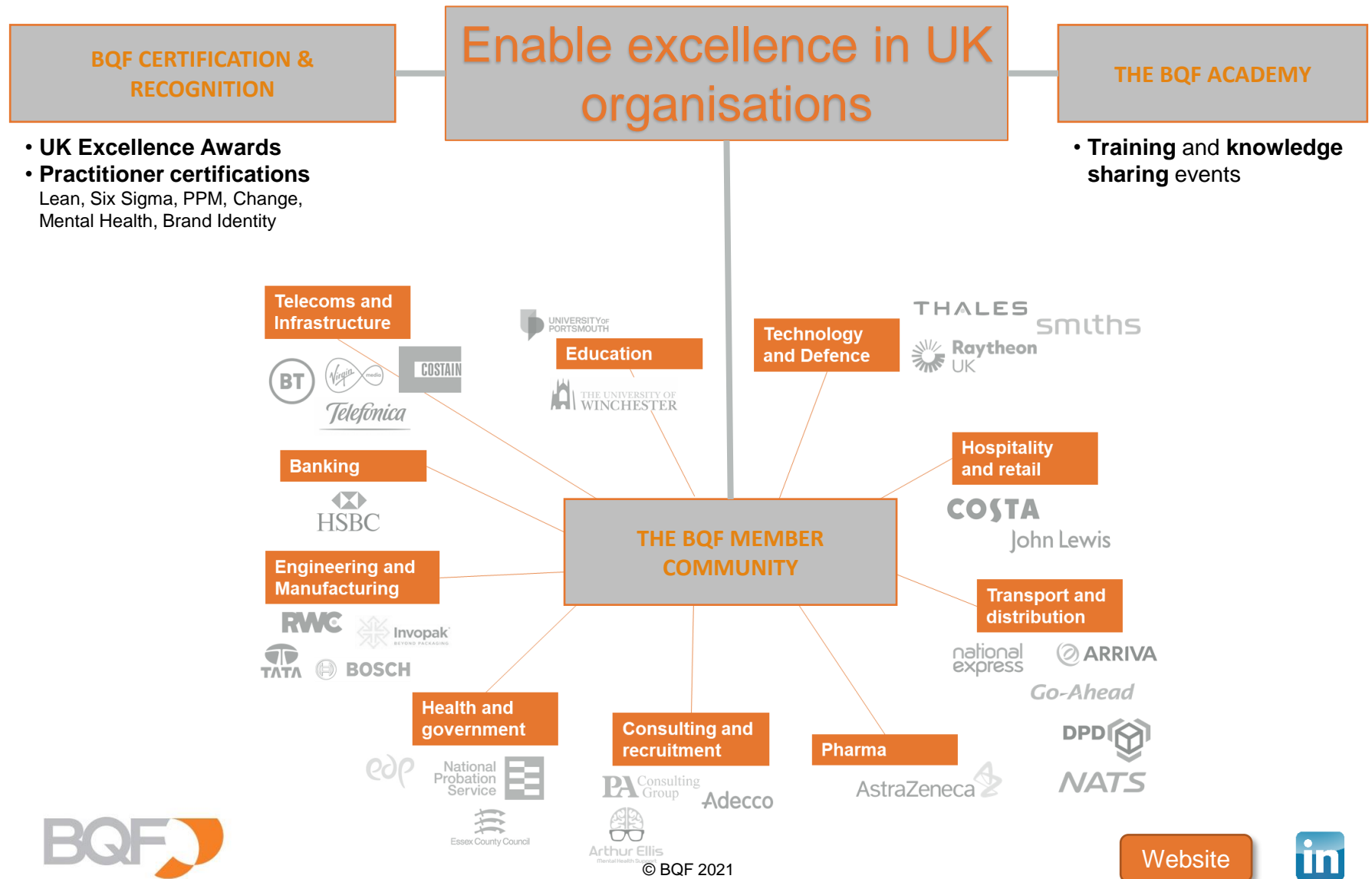


Operations, Continuous Improvement, Culture Change



Consulting, Speaking, Training

# Who are the British Quality Foundation?



# Change: do we know why we are doing it?

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If we cannot quantify what we are going to gain...

...is it really clear what we are improving?

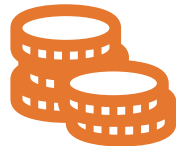
# Which dials are we turning with our change?

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**Shareholder Value**



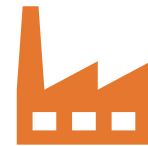
**Growth**



**Cash**



**Profit**



**Assets**

**People, Quality, Cost, Delivery**

# Understanding your business levers is critical

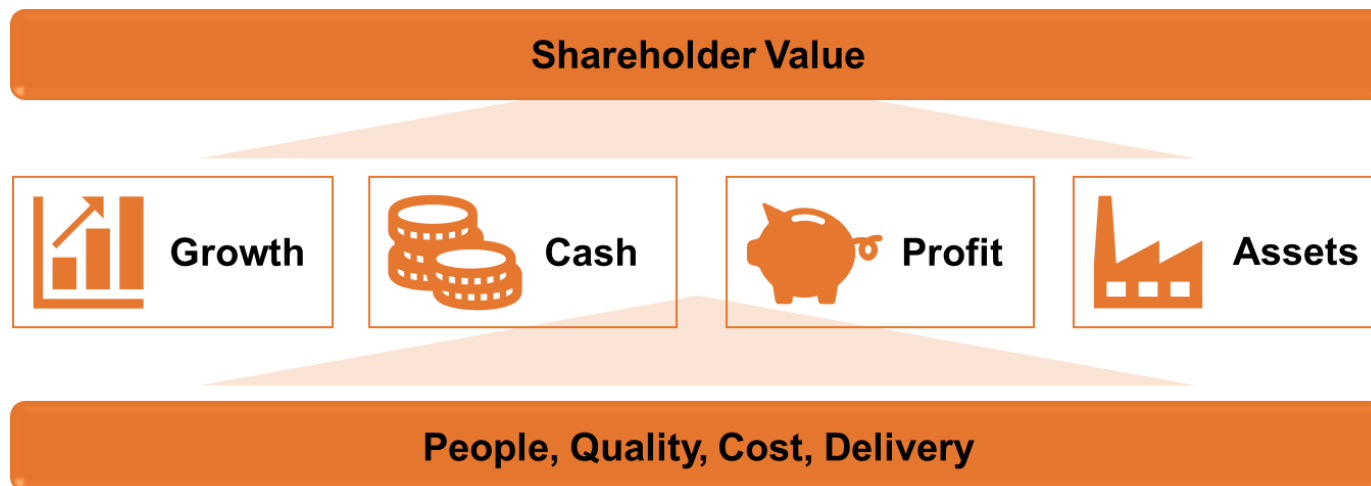
## People, Quality, Cost, Delivery

Engagement	Complaints	Labour	Lead time
Safety	Returns	Material	Output
Sickness	Quality audits	T&S	Accuracy
Absenteeism	Focus groups	Energy	
Skills	Surveys	Insurance	
Churn	End of line checks		

# Work out what your key metric is and how it impacts the business

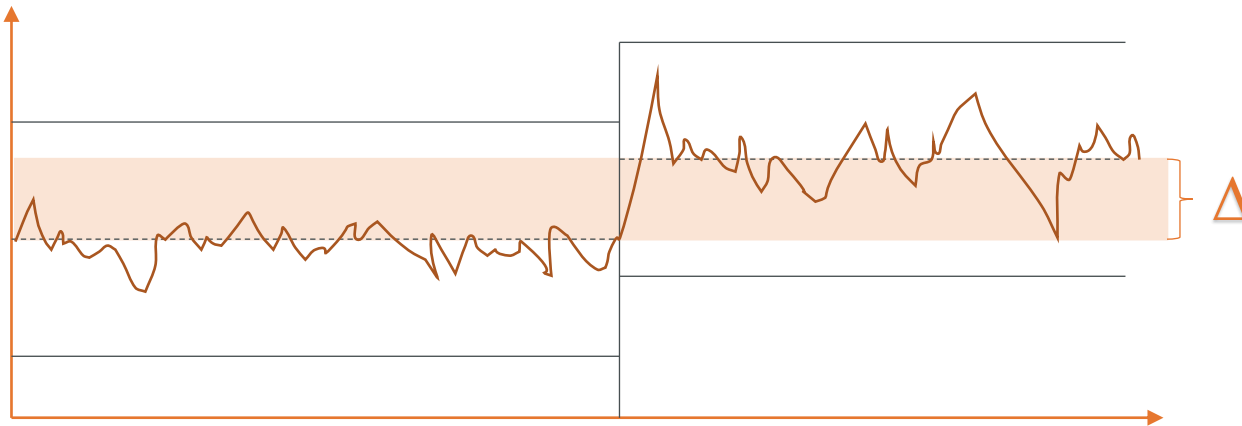
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1. What are we trying to achieve?
2. What is our baseline metric?
3. What are we trying to get to?
4. How does it affect our critical business drivers?



# Keep it simple

Your key metric is the driver by which you should measure the success of your change/ project.  
Everything else is a bonus and a detail.  
Keep focused and keep it simple.



What is your Delta worth?



# Questions?

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