



# *What Are “Performance” Charts?*



# Cable TV Example:

● Your Cable TV supplier says:

- We offer “Prompt” Installation.

● You Think:

- “Same Day Service!”

● The Fine Print:

- “Service in 7 days, or installation is free.”



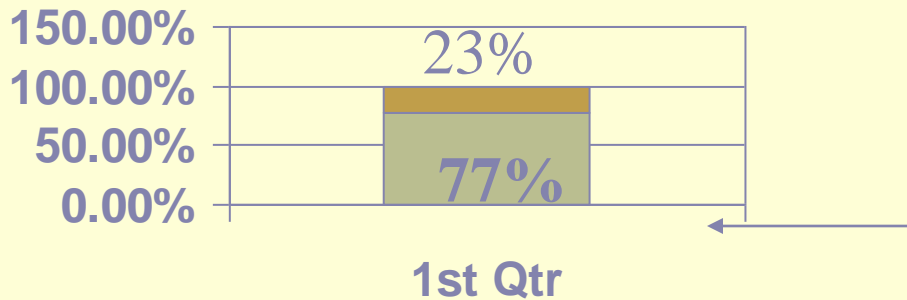
# Cable TV Example:

- Your Cable TV supplier says:
  - We offer “Prompt” Installation.
- The Standard of Success; The “Target”.
  - ***Immediate*** Installation.
- The “Standard of Failure”. The “Spec” The “SLA”
  - More Than 7 Days!

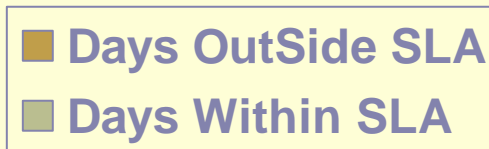
# How Metrics are often reported. *Tables*

1 <sup>st</sup> Quarter	# of Requests	% of Requests
Completed in 7 days or Less	154	77%
Completed in >7 Days	46	23%
Total:	200	100%

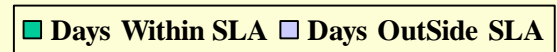
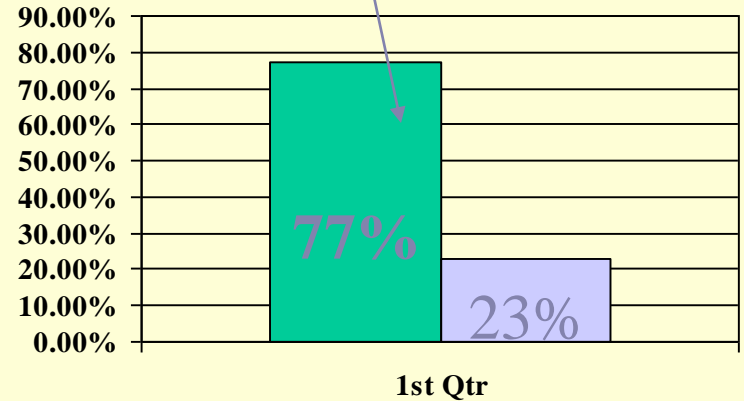
# How Metrics are often reported. *Graphics*



Sometimes Graphics are used instead of tables.

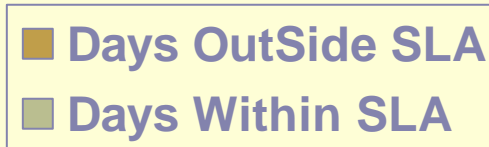
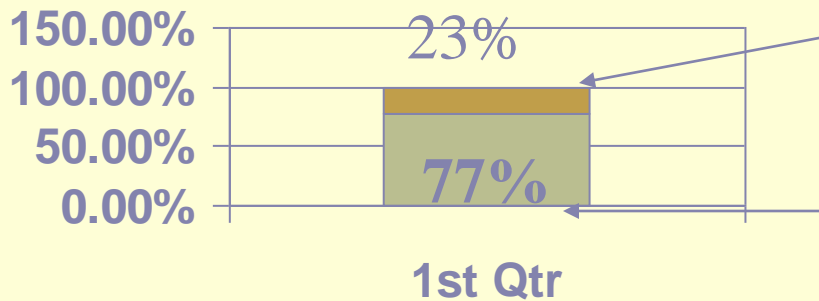


**-0%**



# How Metrics are often reported.

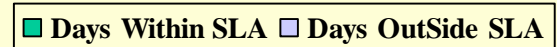
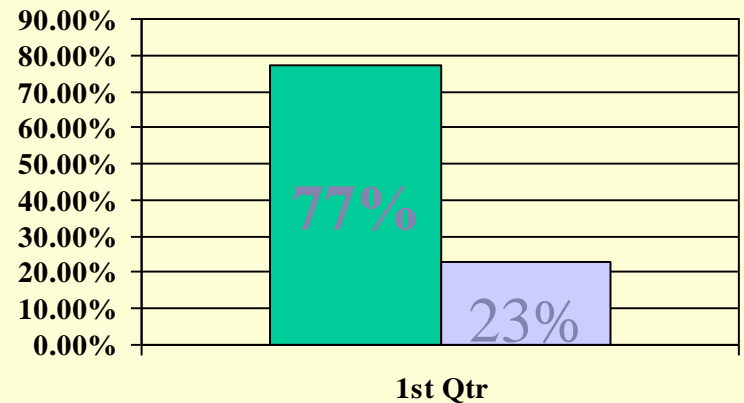
## Problems



When we failed, *how bad was it?*

When we succeeded, *how close did we come to failure? How close To the target?*

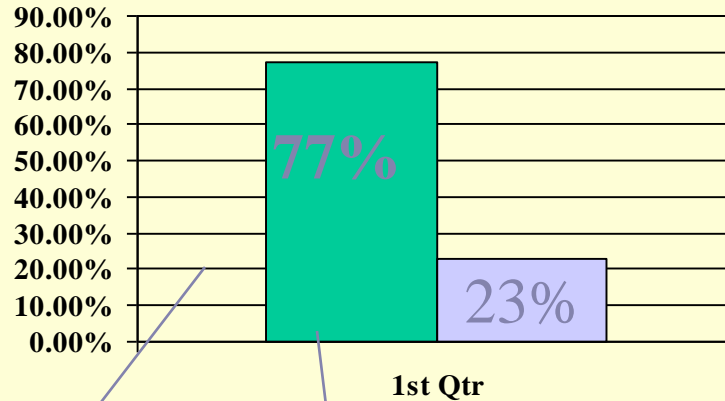
**-0%**



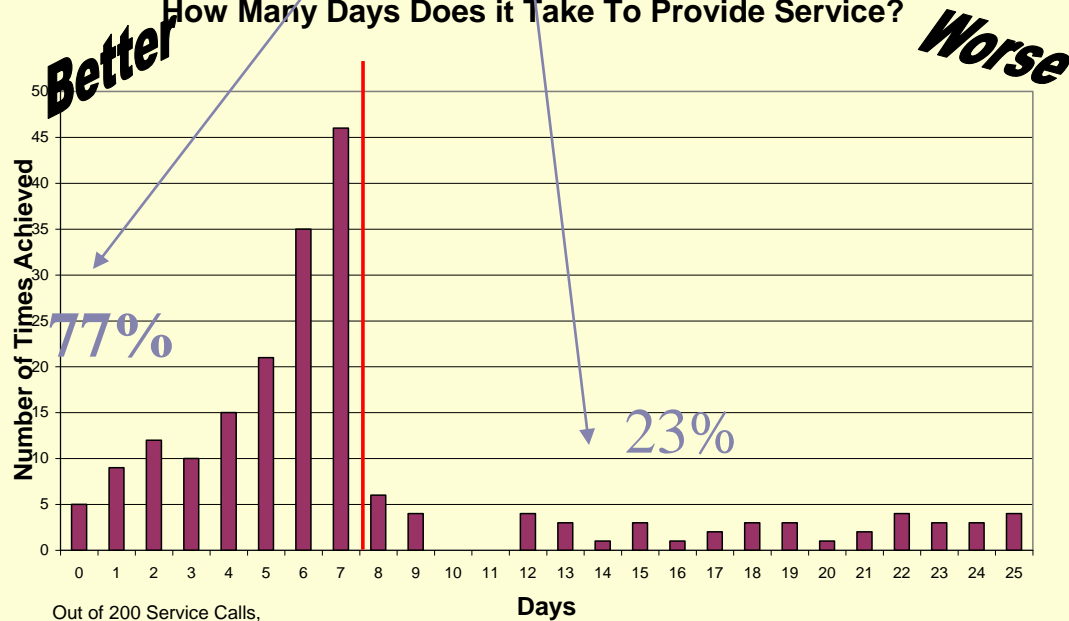
These graphs do not provide enough detail to answer these (and many other) questions.

# To Show More Detail...

*This*



How Many Days Does it Take To Provide Service?



*Becomes THIS!*

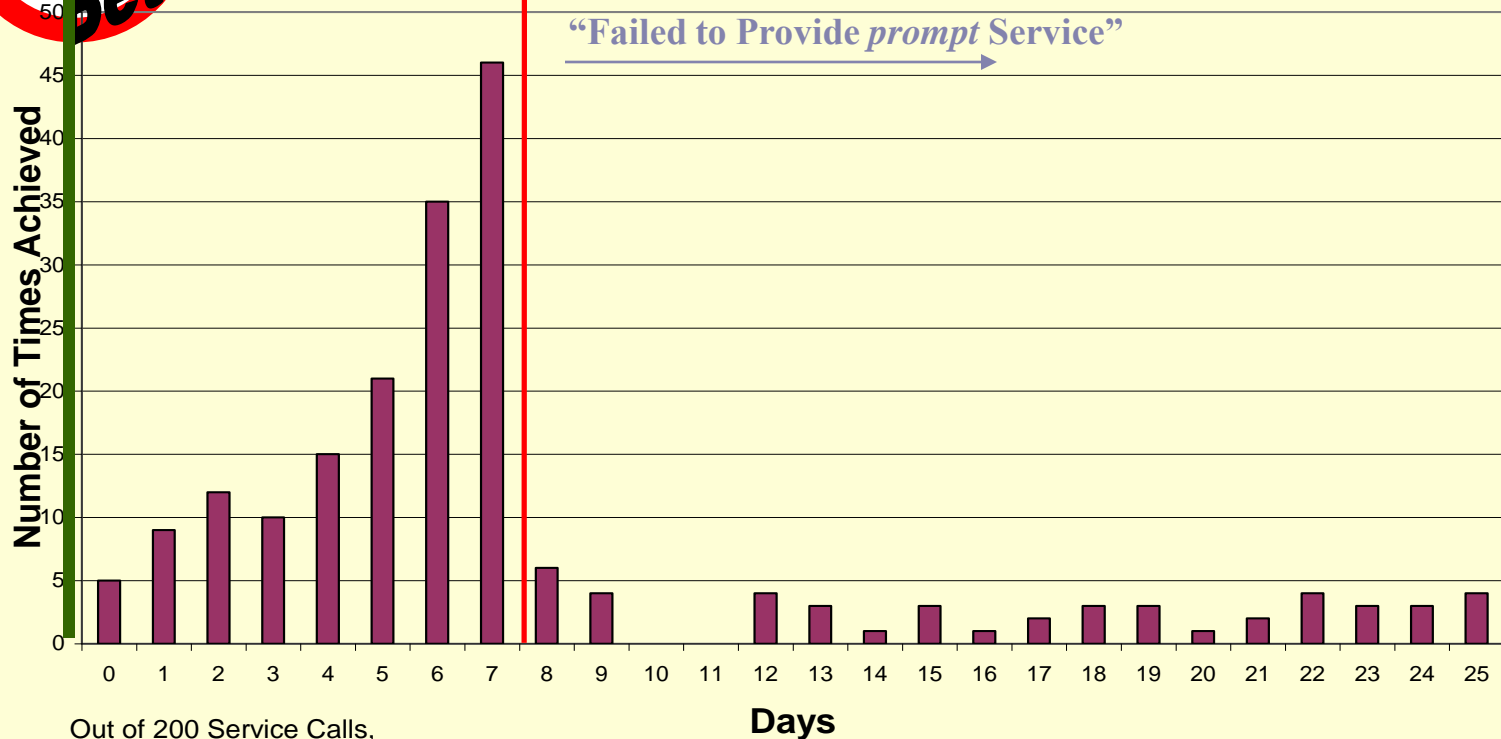
Out of 200 Service Calls,  
95% Performance Level is: **22 Days!**  
77% of the Time Performance was above FAILING!

We call this a “*Performance*” Report Because it summarizes the *entire profile* of historical performance versus a target and a standard.



How Many Days Does it Take To Provide Service?

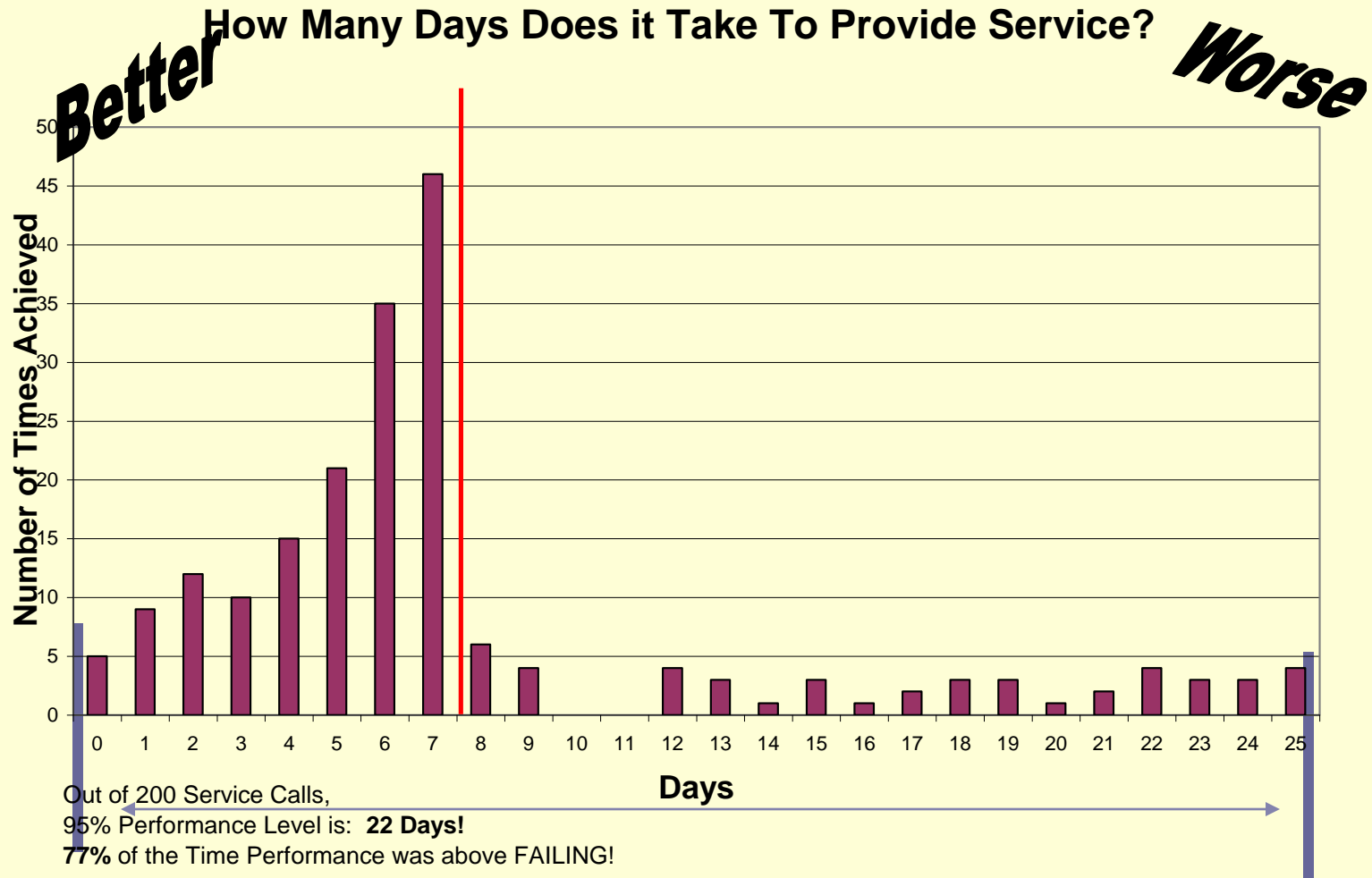
*Worse*



Out of 200 Service Calls,  
95% Performance Level is: **22 Days!**  
**77%** of the Time Performance was above FAILING!



# Notice The Range of Performance...



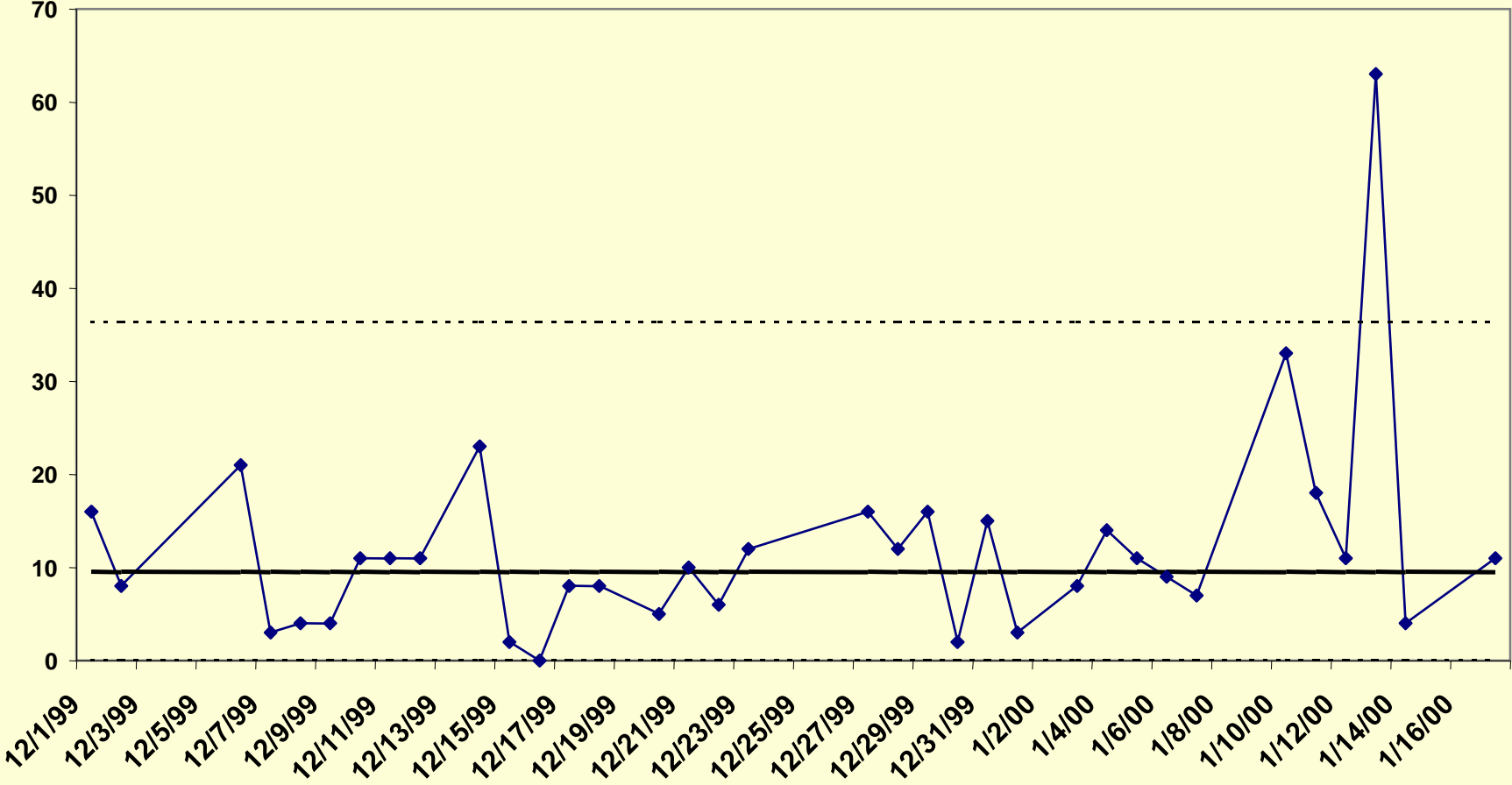


# Data in Time Series Often Sheds Light on Things We Can and Cannot Manage


# How Many New Cable TV Activation Requested are Submitted Per Working Day?

9.5/Day - Average, with a HIGH variation from Day - to - Day

## Sample Data



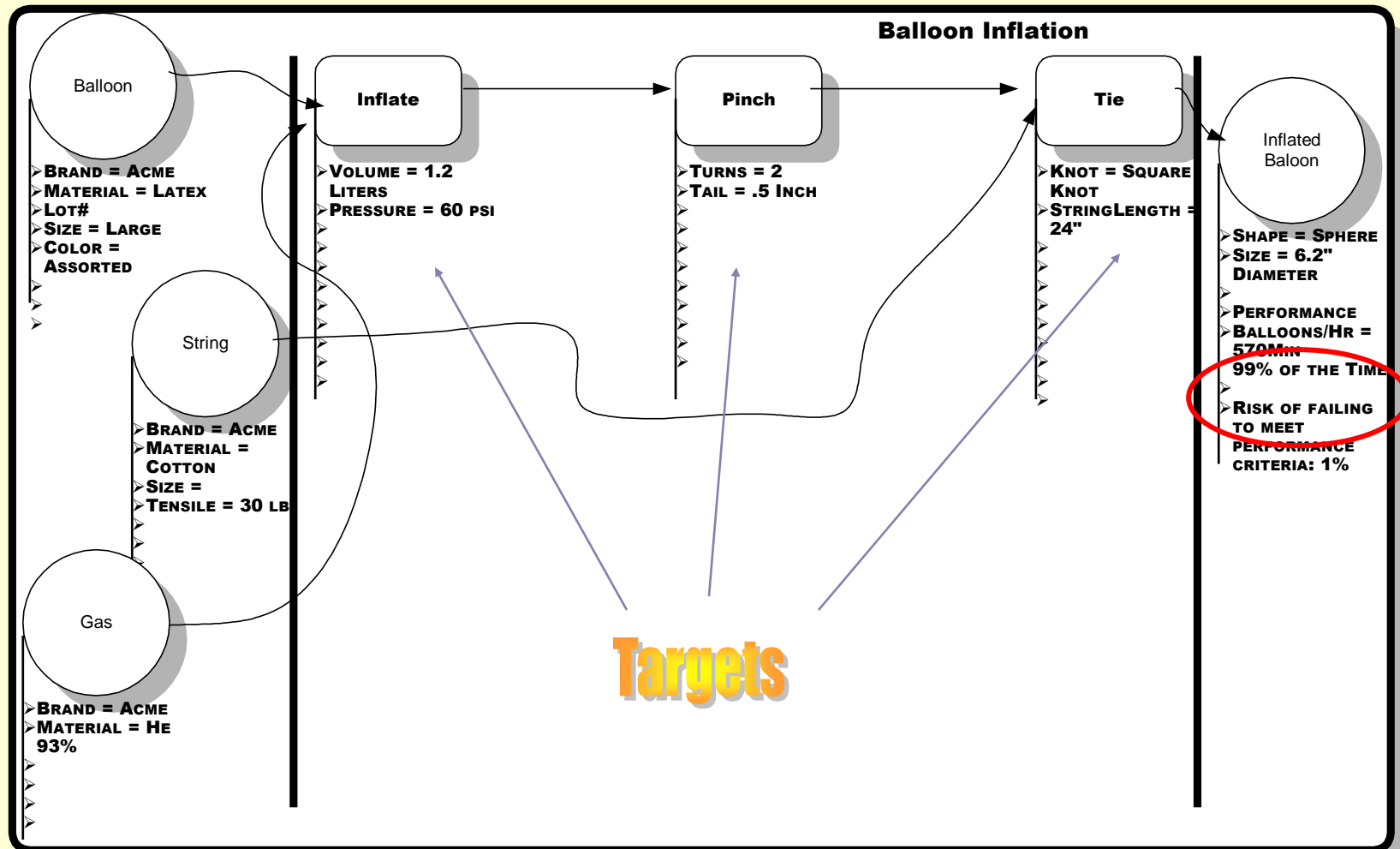
ONE WEEK



# Process Dependency Analysis Helps Us To See a Clear Picture of Cause and Effect

# Definition

**PROCESS** is not just “*How we do things*”  
*It is an Intentional Method.*



# Choosing Different Process Targets and Methods *Changes the Outcome!*

