

SELLS Workshop

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METRICS

David Pond
cdpond@tva.gov

Jenny Roddy
rododyjc@ornl.gov

Mission Statement

Metrics are established as performance indicators (PIs) for a process. PIs provide the basis for making sound business decisions relative to our processes. The mission of this committee is to define and establish those performance indicators that will identify the effectiveness and timeliness of use of operating experience information. These PIs will have a balance of purpose, validity, reliability/precision, accuracy, and sensitivity. The metrics will be presented to the Executive Committee for approval. Once approved, the committee will develop a fact sheet that will be posted to the SELLS web page and provided to the SELLS membership.

Purpose of this Session

To obtain additional input from the membership for development of a Lessons Learned Fact Sheet.



**Society for Effective Lessons
Learned Sharing (SELLS)**

Developing Performance Metrics

Volunteers are also needed for this committee
(but will be limited to the first 99 individuals)

Prior Efforts

Sample performance measures were produced from the SELLS October 1999 Workshop and are posted on the SELLS website.

Four process flow categories were identified

1. Contributing Sources
2. Distribution – Sharing
3. Utilization
4. Positive results

Things to Consider

- Avoid the trap of unintended consequences (i.e. The shortest cycle times may actually result in lesser quality).
- Avoid too much complexity or an excessive number of metrics. Simplicity is the key. Is the data collection effort reasonable.
- Make metrics matter and be easily visible. Individuals need to see how they contribute to the measured outcome.
- Use metrics to determine how to improve upon established goals or objectives.

Adapted from Visions magazine

Suggested Focus Areas

- **Awareness** – (outreach) Workforce knowledge of what to document, how to document it, and the benefit it offers them. Focus on educational aspects.
- **Behavior** – (participation) Utilization of software with push/pull searches, application to job preparation & debriefs, resource for training or procedure updates. Also includes the culture aspect such as the level of engagement by program contacts in meetings or by management support and resource allocations.
- **Quality** – (value add of the database) The creation of new lessons, the growth, depth, diversity and significance of knowledge captured in the database. Also includes the functionality of the software as a tool.
- **Results** – (outcomes - effectiveness) Positive impacts on organizational performance, practices, knowledge retention or the adoption of lessons across organizational boundaries.

Adapted from Mark Graham Brown

Metric Feedback

Awareness Behavior Quality Results	
Awareness Behavior Quality Results	
Awareness Behavior Quality Results	
Awareness Behavior Quality Results	

Contact: _____ Volunteer? _____

Open Discussion

- What existing metrics have been effective?
- Explore new metrics to support emerging goals or objectives
- Other ideas??