

A short course on using metrics to improve
your organization quickly

METRICS

HOW TO IMPROVE KEY BUSINESS RESULTS



BY
MARTIN KLUBECK

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Metrics How To Improve Key Business Results

Karen Martin



Metrics How To Improve Key Business Results:

Metrics Martin Klubeck, 2012-01-13 Metrics are a hot topic Executive leadership boards of directors management and customers are all asking for data based decisions As a result many managers professionals and change agents are asked to develop metrics but have no clear idea of how to produce meaningful ones Wouldn't it be great to have a simple explanation of how to collect analyze report and use measurements to improve your organization *Metrics How to Improve Key Business Results* provides that explanation and the tools you'll need to make your organization more effective Not only does the book explain the why of metrics but it walks you through a step by step process for creating a report card that provides a clear picture of organizational health and how well you satisfy customer needs *Metrics* will help you to measure the right things the right way the first time No wasted effort no chasing data The report card provides a simple tool for viewing the health of your organization from the outside in You will learn how to measure the key components of the report card and thereby improve real measures of business success like repeat customers customer loyalty and word of mouth advertising This book Provides a step by step guide for building an organizational effectiveness report card Takes you from identifying key services and products and using metrics to determining business strategy Provides examples of how to identify collect analyze and report metrics that will be immediately useful for improving all aspects of the enterprise including IT

Success Metrics Martin Klubeck, 2017-02-09 Learn how to measure success at the individual and organizational levels By measuring success in multiple dimensions using multivariate methods you will be able to determine what works and what doesn't The key is to measure and promote progress in terms of organizational vision mission and overarching goals Business leaders too often succumb to the working assumption that they only have to show shareholders and boards of trustees that they are turning a profit the higher the profit the more successful their stewardship of the company Wrong To truly thrive and endure all organizations corporate government small large nonprofit or startup need to define and pursue the underlying purpose for their existence To measure success leaders today are missing a key meta analytic in their toolbox In this book metrics consultant Martin Klubeck provides it to them *Success Metrics* steps you through the process of identifying and combining the right measures to gauge narrate and guide your organization's progress toward true success All organizations have a common goal to be successful All leaders want to make data informed decisions and use measures to improve processes communicate progress and gain support The problem is that proxy or partial measures don't measure overall success and can be misleading They measure performance parameters progress on a specific task customer feedback and other piecemeal indices which taken separately fail to describe an organization's progress toward overall success The author's integrated measures of success can be used to communicate organizational progress to stakeholders shareholders boards of trustees corporate leaders the workforce and the customer base and thereby galvanize broad commitment to organizational success Klubeck shows how his principles and methods of measuring overall success can be applied at all levels individual

team group department division and organization What You Will Learn Understand why you should measure success instead of performance Understand what to measure and what not to measure Integrate the measures of success to tell a complete story Share measures of success with different audiences Who This Book Is For Organizational leaders at all levels from the executive suite to middle management analysts and consultants who are tasked with designing metrics programs for organizations individuals interested in adapting the author s framework to measure overall personal success in multiple dimensions

Planning and Designing Effective Metrics Martin Klubeck,2014-11-26 Metrics are a hot topic Executive leadership boards of directors management and customers are all asking for data based decisions As a result many managers professionals and change agents are asked to develop metrics but have no clear idea of how to produce meaningful ones Wouldn t it be great to have a fast simple explanation of how to plan for and then design measurements to improve your organization Planning and Designing Effective Metrics an abridged version of author and metrics expert Martin Klubeck s Metrics How to Improve Key Business Results provides that explanation and the tools you ll need to make your organization more effective Not only does this brief book explain the why of metrics but it walks you through a step by step process to create a clear picture of organizational health and how well you satisfy customer needs This book Provides a guide for planning and designing useful metrics based on your unique organizational needs Offers the theory behind metrics to help you get exponentially better practical results Shows how to select and use the proper tools for creating implementing and using metrics Provides examples of how to identify collect analyze and report metrics that will be immediately useful for improving all aspects of the enterprise Planning and Designing Effective Metrics will help you to measure the right things the right way the first time No wasted effort no chasing data You will learn how to create valuable measures of organizational success like repeat customers customer loyalty and word of mouth advertising That will help you not only to improve organizational results you ll also multiply your career opportunities

Performance Metrics Duke Okes,2013-01-21 Which performance measures should you use The obvious answer is that it depends on what you want to achieve which someone else should never define for you After all it is your organization your department or your process But once you are clear about what you want to accomplish how do you sort through a variety of possible metrics and decide which are best Then given the list of metrics you believe are useful or necessary how do you define them in more detail to ensure that the right data are gathered at the appropriate frequency and that the resulting information gets to the right people so that they can make proper decisions This book provides a clarifying perspective for those who know that metrics need to be developed but are unsure as to the steps to follow in developing and deploying them It focuses on making sure that the metrics selected will guide people and processes in the direction the organization wants to go and allow continual evaluation of success Every highly effective organization is unique in some strategic way and the metrics used should reflect these differences Studying high performers can be useful from a learning standpoint but simply adopting what someone else is doing is likely to take you

off your track and put you on theirs The concepts in this book will put you on the correct track and give you the tools to stay on it

Developing Metrics Martin Klubeck, 2015-09-08 In *Developing Metrics A Hands on Guide and Workbook* organizational development and analytics expert Martin Klubeck helps business people tackle metrics projects with confidence The goal To take the complex and fear inducing concepts of metrics and make them simple for business people in all fields and all industries As Klubeck says Concepts are nice principles are better but actual hands on tools are priceless Employing the latest advances in Big Data and analytics *Developing Metrics* provides all the tools you need to create a successful metric and a successful metrics program If you want to improve a process solve a problem or gain support for an initiative this book will help you meet the challenge In this the most comprehensive up to date book on creating metrics yet published Klubeck provides a recipe book with step by step instructions to help you successfully design plan collect analyze and report on meaningful metrics Best it contains case studies and real world scenarios that describe how business people solved problems or innovated by creating custom metrics You ll see their thought processes and actions in developing the metric as well as the outcome The tools Klubeck provides were developed for real people with specific organizational problems to solve where to expand an operation how to improve customer service how to make a process more efficient how to reduce IT downtime and just about any other problem you face in your daily business life This book will show you how to Identify the real problem Create a metric to address it Find data to feed the metric Analyze and refine the metric as you proceed Report the metric to those who most need the information Developing a valuable metric is a journey but not one in which you have to travel alone Martin Klubeck takes the principles and concepts he introduced in *Metrics How to Improve Key Business Results* and provides the tools and methods you need to create metrics worth their weight in organizational gold

Sales Hunting David A. Monty, 2014-03-05 The first year of developing a new sales territory is a daunting task especially in dog eat dog industries The traditional advice is to train quickly on product grab a customer list start calling for appointments discover opportunities and close deals In fact almost every sales model out there is based on nothing more than opportunity management But jumping straight to opportunity will have new salespeople or veterans developing new territories chasing their tails for the first year or two As *Sales Hunting How to Develop New Territories and Major Accounts in Half the Time Using Trust as Your Weapon* details there is a significant problem you must overcome when opening up new accounts and territories No matter what you are selling your prospect already has a trusted relationship with an incumbent vendor and will continue to buy from that vendor even when you have the better solution The playing field is not level and you re on the wrong side So how can you compete to win Trust is the grease that makes business sales effortless writes sales pro and trainer Dave Monty Opportunity metrics are important but trust and a few sharp insider tactics Monty reveals is the guidepost that leads to success His sales model therefore incorporates metrics based on trust along with traditional sales measures That is the fuel that helps you not just turn virgin territory into a consistent revenue generator but helps you win

over potential accounts that now use competitive products Sales Hunting helps you start establishing trust before you step foot in a prospect's door and it shows you the tactics necessary to penetrate new accounts Once you gain access trust can be used as systematic way to build long lasting relationships that pay dividends well beyond that first sale you make Among other things this book explains Why most customers don't want to buy from you yet Why trust based relationships enable you to open up territories and bag the biggest customers quickly How to qualify and rank customers based on traits How to get in step with the customer's buying cycle How to establish trust based and traditional sales metrics to guide your efforts With advice based on Monty's twenty years of IT sales and sales management experience along with principles confirmed by academic research Sales Hunting is an easy to read book that is packed with real life examples and prescriptions for achieving sales success It will prove a lifesaver for any salesperson or sales manager developing a new territory or trying to penetrate new accounts

Disaster Recovery, Crisis Response, and Business Continuity Jamie Watters, Janet Watters, 2014-02-28 You're in charge of IT facilities or core operations for your organization when a hurricane or a fast moving wildfire hits What do you do Simple You follow your business continuity disaster recovery plan If you've prepared in advance your operation or your company can continue to conduct business while competitors stumble and fall Even if your building goes up in smoke or the power is out for ten days or cyber warriors cripple your IT systems you know you will survive But only if you have a plan You don't have one Then Disaster Recovery Crisis Response and Business Continuity A Management Desk Reference which explains the principles of business continuity and disaster recovery in plain English might be the most important book you'll read in years Business continuity is a necessity for all businesses as emerging regulations best practices and customer expectations force organizations to develop and put into place business continuity plans resilience features incident management processes and recovery strategies In larger organizations responsibility for business continuity falls to specialist practitioners dedicated to continuity and the related disciplines of crisis management and IT service continuity In smaller or less mature organizations it can fall to almost anyone to prepare contingency plans ensure that the critical infrastructure and systems are protected and give the organization the greatest chance to survive events that can and do bankrupt businesses A practical how to guide this book explains exactly what you need to do to set up and run a successful business continuity program Written by an experienced consultant with 25 years industry experience in disaster recovery and business continuity it contains tools and techniques to make business continuity crisis management and IT service continuity much easier If you need to prepare plans and test and maintain them then this book is written for you You will learn How to complete a business impact assessment How to write plans that are easy to implement in a disaster How to test so that you know your plans will work How to make sure that your suppliers won't fail you in a disaster How to meet customer audit and regulatory expectations Disaster Recovery Crisis Response and Business Continuity A Management Desk Reference will provide the tools techniques and templates that will make your life easier give you peace of mind and

turn you into a local hero when disaster strikes *Flat Army* Dan Pontefract,2018-06-08 Your people are your most valuable asset and if you want them to excel and your profits to soar you ll need to abandon your traditional command and control management style and adopt a collaborative open leadership approach one that engages and empowers your people While this isn t a particularly new idea many leaders while they may pay lip service to it don t really understand what it means And most of those who do get it lack the skills for putting it into practice In *Flat Army* you ll find powerful leadership models and tools that help you challenge yourself and overcome your personal obstacles to change while pushing the boundaries of organizational change to create a culture of collaboration Develops an integrated framework incorporating collaboration open leadership technologies and connected learning Shows you how to flatten the organizational pyramid and engage with your peoples in more collaborative and productive ways without undermining your authority Explains how to deploy a Connected Leader mindset a Participative Leader Framework and a Collaborative Leader Action Model Arms you with powerful tools for becoming a more visible leader who demonstrates the qualities and capabilities needed to become an agent of positive change

Marketing and the Customer Value Chain Thomas Fotiadis,Dimitris Folinis,Konstantinos Vasileiou,Aggeliki Konstantoglou,2022-02-28 Marketing and supply chain management have a symbiotic relationship within any enterprise and together they are vital for a company s viability and success This book offers a systemic approach to the integration of marketing and supply chain management It examines the strategic connections and disconnections between supply chain and operations management and marketing by focusing on the factors that constitute the extended marketing mix including product price promotion people and processes Key aspects of supply chain management are discussed in detail including material handling unit load handling systems and equipment as well as warehousing and transportation design and packaging The book then goes on to explore the marketing functions of intangible products services followed by a focus on B2B markets Throughout there is a strong emphasis on the optimization and maximization of the value chain through the development of a systems approach with a market orientation Pedagogy that translates theory to practice is embedded throughout including theoretical mini cases chapter by chapter objectives and summaries *Marketing and the Customer Value Chain* will help advanced undergraduate and postgraduate students appreciate how front end marketing can interface with the back end operations of supply chain management

Six Sigma Financial Tracking and Reporting Michael Bremer,Brian McKibben,Thomas McCarty,2006-01-03 As Six Sigma and Lean Enterprise techniques continue to evolve and become more and more engrained in the business it is harder and harder to track the impact of savings on a project by project basis Especially when you have more than one project concentrating on different functional areas through the use of case studies worked out examples and bench marking techniques Michael Bremer a Senior Instructor at Motorola University helps you to put the right infrastructure in place for project identification project scoping and financial reporting

Cracking the Sales Management Code: The Secrets to Measuring and Managing Sales Performance Jason

Jordan,Michelle Vazzana,2011-09-20 Boost sales results by zeroing in on the metrics that matter most Sales may be an art but sales management is a science Cracking the Sales Management Code reveals that science and gives practical steps to identify the metrics you must measure to manage toward success Arthur Dorfman National Vice President SAP Cracking the Sales Management Code is a must read for anyone who wants to bring his or her sales management team into the 21st century Mike Nathe Senior Vice President Essilor Laboratories of America The authors correctly assert that the proliferation of management reporting has created a false sense of control for sales executives Real control is derived from clear direction to the field and this book tells how do to that in an easy to understand actionable manner Michael R Jenkins Signature Client Vice President AT T Global Enterprise Solutions There are things that can be managed in a sales force and there are things that cannot Too often sales management doesn t see the difference This book is invaluable because it reveals the manageable activities that actually drive sales results John Davis Vice President St Jude Medical Cracking the Sales Management Code is one of the most important resources available on effective sales management It should be required reading for every sales leader Bob Kelly Chairman The Sales Management Association A must read for managers who want to have a greater impact on sales force performance James Lattin Robert A Magowan Professor of Marketing Graduate School of Business Stanford University This book offers a solution to close the gap between sales processes and business results It shows a new way to think critically about the strategies and tactics necessary to move a sales team from good to great Anita Abjornson Sales Management Effectiveness Abbott Laboratories About the Book There are literally thousands of books on selling coaching and leadership but what about the particulars of managing a sales force Where are the frameworks metrics and best practices to help you succeed Based on extensive research into how world class companies measure and manage their sales forces Cracking the Sales Management Code is the first operating manual for sales management In it you will discover The five critical processes that drive sales performance How to choose the right processes for your own team The three levels of sales metrics you must collect Which metrics you can manage and which ones you can t How to prioritize conflicting sales objectives How to align seller activities with business results How to use CRM to improve the impact of coaching As Neil Rackham writes in the foreword There s an acute shortage of good books on the specifics of sales management Cracking the Sales Management Code is about the practical specifics of sales management in the new era and it fills a void Cracking the Sales Management Code fills that void by providing foundational knowledge about how the sales force works It reveals the gears and levers that actually control sales results It adds clarity to things that you intuitively know and provides insight into things that you don t It will change the way you manage your sellers from day to day as well as the results you get from year to year

Materials Performance ,2005 [Evidence-Based Recruiting: How to Build a Company of Star Performers Through Systematic and Repeatable Hiring Practices](#) Atta Tarki,2020-01-24 Develop and execute systematic best in class hiring practices to seize and hold the competitive edge in your industry Defending your business from the competition

through regulations differentiated technologies brand recognition and other methods is no longer a sustainable competitive advantage In today s fast paced ever changing business environment you must take an offensive stance to keep your competitors at bay And this groundbreaking guide provides the inspiration the know how and the tools you need to achieve it This book guides you through the process of designing and implementing a data driven hiring strategy that will secure your business for the foreseeable future Revealing how today s top innovators including Netflix and Google dominate their industries it shows how you can do the same by implementing systematic and repeatable processes that lead to better more consistent hiring outcomes You ll learn how to Envision an evidence based approach to hiring Distinguish useful data from the data you don t need Use the best technologies to achieve your recruitment goals Build an effective talent acquisition team Improve on the job success predictions Design well defined and objective measures to improve hiring outcomes Avoid the most common hiring pitfalls Data and analytics have been reshaping countless industries as they turn from anecdotal to evidence based practices The recruiting and hiring processes however have been intuition based That changes today Evidence Based Recruiting introduces an entirely new approach one that relies on irrefutable facts and data enabling you and your organization to thrive in the new era of talent acquisition

The Outstanding Organization: Generate Business Results by Eliminating Chaos and Building the Foundation for Everyday Excellence Karen

Martin,2012-07-03 Provides strategies designed to help create organizational excellence by focusing on four key behaviors including clarity focus discipline and engagement in order to get better results *Industrial Management* ,2002 *Process Redesign* Arthur R. Tenner,Irving J. DeToro,1997 Comprehensive in scope this book integrates three major approaches to process redesign benchmarking continuous improvement and reengineering showing how to combine the three for maximum effectiveness Numerous examples from different industries demonstrate concepts and techniques in action and illustrate common mistakes Illustrated *Encyclopedia of Management* ,2009 Covers numerous topics in management theories and applications such as aggregate planning benchmarking logistics diversification strategy non traditional work arrangements performance measurement productivity measures supply chain management and much more *Human Resource Executive* ,1996-07 *The Leadership Accelerator: The Playbook for Transitioning into Your New Executive Role* Ajit

Kambil,2023-01-24 Harness the power of Deloitte s proven executive transition method to reach and succeed in the highest leadership levels of your company Transitioning to a new C suite role is exhilarating challenging and demanding all at the same time a unique combination of intense experiences that can be tough to manage to say the least The skills and actions you need to succeed during your first year are different from those required after you settle in If you don t do it right at the start you ll find it that much more difficult to effectively lead your organization for the long term Ajit Kambil is the creator and a leader of Deloitte s program for helping executives like you transition into the very highest levels of your organization In *The Leadership Accelerator* he details the four critical competencies you should master in order to succeed and he walks

you through the process of building your expertise in these key areas Prioritize and manage time the only irrecoverable asset for yourself and your organization Manage talent into the right places to deliver measurable results Manage relationships to build social capital and influence other C suite members to get key agendas executed with the least resistance Drive transformational change in your organization through effective strategies and catalyzing actions Kambil s model is based on his extensive research over more than a decade and insights from Deloitte s Transition Labs a personalized one day workshop delivered to over 4 000 executives The Leadership Accelerator reveals the research and practices Kambil has undertaken for more than a decade to learn exactly how real leaders have successfully transitioned into high level roles Quick action oriented chapters conclude with clear takeaways and workout exercises that can help you build your transition leadership muscles and define your transition leadership strategies and work plans Start your new position out strategically and lead your new organization to the top of its industry and build a lasting legacy for yourself Facility Management Edmond P. Rondeau,Robert Kevin Brown,Paul D. Lapidés,2006-01-23 Facility Management provides solid decision making strategies necessary to produce a cost effective quality oriented environmentally safe and aesthetically pleasing workplace that serves the organization s needs now and in the future

Ignite the flame of optimism with is motivational masterpiece, Find Positivity in **Metrics How To Improve Key Business Results** . In a downloadable PDF format (Download in PDF: *), this ebook is a beacon of encouragement. Download now and let the words propel you towards a brighter, more motivated tomorrow.

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