

Performance Measures and Metrics

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The measurement of progress toward program goals is a critical element of any project. In order to measure this progress a set of performance measures derived from program goals and objectives must be established. Several steps are involved in establishing performance measures and metrics including; selecting performance measures, to establishing a baseline, setting performance goals, and collecting data to measuring progress. This process of establishing performance measures must begin during program start up

It is often difficult to develop metrics at the beginning of a project, so the development of performance measures is often put off until later. Unfortunately once a project is completed it is difficult if not impossible to develop meaningful performance measure that can track improvements to a new or enhanced process. At some point however, management will ask for some concrete indication that a new program is meeting its stated objectives i.e. improving awareness of health and safety, providing less costly procedures for the conduct of work, etc. If appropriate metrics have not been established and data collected it may be difficult to demonstrate a programs value to management. The bottom line is that the development of performance measures and metrics used to track them needs to occur early in the process and the data must be collected consistently.

While qualitative data such as perceived worker acceptance of new procedures can be useful indicators of success quantitative data has much greater weight. The number of walk downs performed by the EWP Project Team, the number of JSA completed, the number of planners trained in health and safety hazard recognition are examples of useful quantitative metrics which can be tracked and used to show progress toward a set goal. This type of metric is also useful in graphically displaying the success and therefor the value of an enhancement developed using EWP.

The following materials are provided to help understand Performance Measures and some simple methods for tracking progress. If the EWP Project Team is not familiar with the development of Performance Measures and Metrics they should seek technical assistance in this area as soon as possible.