

# *The Magic of (RIGHT) Metrics*

If we can't Measure, we cannot Manage

“Having Metrics makes GOOD organization, having RIGHT metrics makes GREAT organization”

## Good Metrics

- Employee Satisfaction %
- Final Yield %
- On-time Delivery
- Cost Reduction (Dollars Saved)
- Training Hours per employee
- Number of accidents
- Supplier defects ppm/%
- Number of NCs in ISO audit

## Better Metrics

- Employee Involvement %
- Right First Time %
- On-time in FULL delivery
- Waste Elimination
- Number of Improvements made after training
- Number of Unsafe Conditions and unsafe acts
- Supplier System maturity score
- % compliance to established ISO system

