

Lean Government Program Course: Performance Metrics

Course Description: In 2016 Governor Walker called for the creation of the “Agency Performance Dashboards” website. This step provides greater transparency for the public by providing access to key performance measures from cabinet agencies in a single location. In addition, each agency has operational performance metrics that have been established to support the agency’s goals to serve the citizens of the state.

This class will help guide learners in the process of creating and evaluating effective metrics for their effort.

Course Objectives:

- Establish a common understanding of terms
- Why we have metrics
- What performance metrics are
- Recognize the benefits of performance metrics
- Learn how to develop performance metrics
- Know what to be aware of when implementing and maintaining metrics

Topics You Will Learn More About:

- Wisconsin’s Continuous Improvement Metrics
- Method for developing metrics (high-level)
- Key metric attributes
- Information sources for metrics
- Potential categories for metrics
- How to write a good performance metric
- Why metrics may fail
- How we can maintain the effort
- Attributes for metric reports

Length: 3 hours

Instructor: LGP Team Member

Who Should Attend? Any positions that may deal with performance metrics within an organization; either as a creator or consumer of performance metrics

Course Fee: Free

