

Performance Metrics

What are Performance Metrics?

Metrics are measurements. Performance Metrics generally focus on a quantitative assessment of gains in customer satisfaction, organizational performance, or workforce excellence.

Momentum's Methodology

Momentum will work with your organization to select metrics that give the greatest amount of information while using the least amount of resources required enabling you to report them in the most effective manner. Our consultants help you identify key elements of performance metrics that address the following:

- Alignment with Organizational Mission
- Quality of Product
- Timely Delivery
- Cost Reduction and/or Avoidance
- Cycle Time Reduction
- Customer Satisfaction
- Meeting Governmental or Regulatory Requirements
- Meeting Commitments

Momentum uses best practice knowledge to help your organization:

- Identify critical work processes and customer/product requirements
- Identify desired results
- Align desired results to customer requirements
- Develop SMART measurements for work processes or critical results
- Establish performance goals, standards, and/or benchmarks
- Report on established performance metrics

Contact

Momentum is a local Pennsylvania business with global reach. We employ full time principal and senior consultants with a unique combination of expert skills in training and facilitation for executive and mid-level management. For more information about how Momentum can help your organization produce results, contact us at (717) 214-8000 or via email at info@m-inc.com.

