

Measurement and Analysis for Service Providers

Finding and Using Metrics that Really Work for You



Course Overview

You can't manage what you can't measure. Setting up and operating an effective measurement and analysis program is not as simple as it looks. Starting without some basic knowledge can be a waste of time and very frustrating. Getting the basics right helps you on your way to building an effective and efficient measurement and analysis system that is capable of evolving with your needs.

This course introduces and presents proven techniques for of Measurement and Analysis for service providers. It includes practical tips to consider when starting your own metrics program or working to improve its effectiveness.

As a participant, you will learn how a sound measurement and analysis program can help you improve the services you provide to your clients and customers. You will see how to select, collect, and use the most effective measurement data to control and improve your services. Through participation in the discussions and exercises you will learn how to focus your metrics with your organization's goals and how to present your analyses to your staff and management for maximum impact.

Course Outline

- About Measurement
- Focusing on Your Organization's and Your Goals
- Building and Documenting a Framework for Measurement
- Selecting the Most Useful Measures
- Starting the Measurement Activities
- Analyzing Measurement Data for Service Improvement
- Testing and Installing Service Improvements

Course Format

This one-day course introduces concepts through lecture and class discussion. You will practice the "how-to" of the principles through discussion of illustrative examples. Several exercises are included to give you practice in performing the most critical measurement processes.

The instructor presents real-life experiences in implementing measurement activities in similar work environments. In open discussions, you and the other participants will have an opportunity to share experiences about what works and what doesn't.

You Should Attend If:

- You want to understand how an effective measurement program can help you be more successful
- You are interested in improving the services you provide and want to learn how

You cannot manage what you cannot measure"

Peter Drucker

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