Strategy and Metrics Handout

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| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Organizations to choose from (or choose your own):   * Springfield Nuclear Power Plant (The Simpsons) * Dunder Mifflin, Inc. (The Office) * Central Perk (Friends) * Amazon * Uber |
| Strategy (list one or more strategies):   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Strategy suggestions (or choose your own):   * Efficiency * Cutting edge of technology * Competitive advantage * Increase speed to market * Consistent service * Reduce Risk * Running Wild |
| Strategic metrics (list one or more metrics):   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Strategic metrics (or choose your own):   * Performance * Customer satisfaction * Historical and trending * Areas of improvement |
| What to measure (list one or more metrics):   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Strategic metrics (or choose your own):   * Performance   + Closed tickets   + Calls taken * Customer satisfaction   + % abandon   + % calls closed on first contact   + Average time in queue * Historical and trending   + Tickets opened on this date * Areas of improvement   + How-to/break-fix/provisioning |
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