Team Dashboard Spreadsheet Cheat Sheet

What is the intended behavior?

Help teams continuously triage and complete defect backlog items at a consistent rate. Try and drive this percentage lower without deferring defects.

How is it gamed?

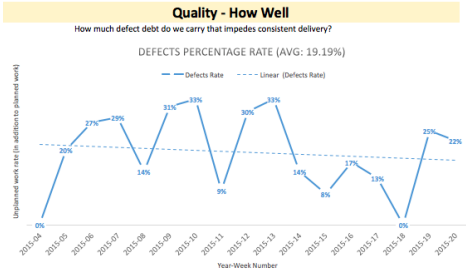
- Defects are entered as additional stories (seen by growing throughput, but lowering customer satisfaction and complaints)

When overdriven, what moves?

- Responsiveness metric increases for defect types.
- The number of open defects grows if story work is done in preference.

What is this chart?

Quality is measured as the percentage of finished work that is marked as defect type. The number of defects finished each week is divided by the total count of finished items that same week.



What is the intended behavior?

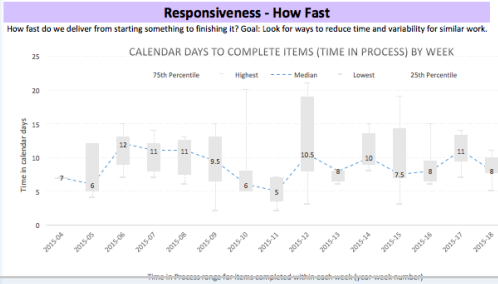
Help teams understand the time in-process (cycle time) for completing items, and to look for ways to reduce the time (and variability) by eliminating unnecessary steps and waste.

How is it gamed?

- Only fast simple work is started (seen by initial increasing productivity only to regress later)
- Premature sign-off of items as finished (seen by growing defect counts)

When overdriven, what moves?

- Quality metric goes up as more defects are reported due to premature completion.
- Predictability metric oscillates into higher peaks as more work and more defects get opened

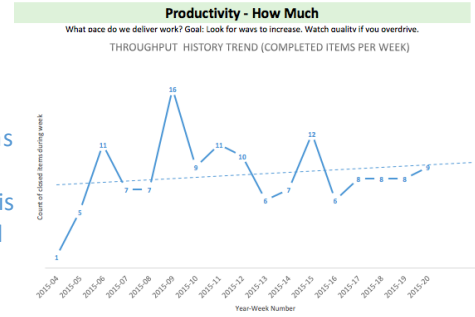


What is this chart?

Responsiveness is measured as the median (blue line) calendar time in-progress for all items completed in the same week. The minimum, 25th & 75th percentile and maximum values are shown to see the variability each week.

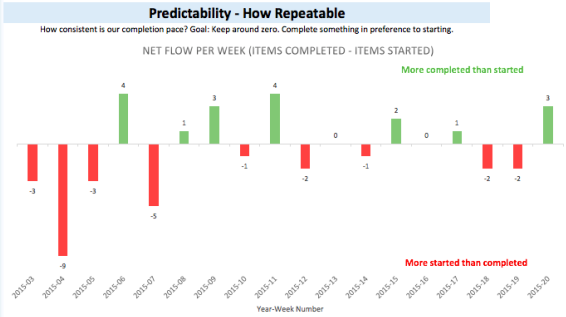
What is this chart?

Productivity is measured as throughput per week. The spreadsheet counts how many items were finished each calendar week helping see the trend over time. This chart includes all items, defects and story work.



What is this chart?

Predictability is measured as net flow per week. The spreadsheet counts how many items were finished and subtracts how many items were started for the same calendar week creating a positive bar (green) if more is finished than started, or a negative bar (red) if more items were started than finished.



What is the intended behavior?

Help teams find what level of throughput per week is consistently achievable and to find ways to increase this over time by improving their processes.

How is it gamed?

- Throughput can be increased by breaking down items into smaller pieces (seen by decrease in responsiveness).
- Teams could also prematurely sign-off work only to have defects reported later (seen by increase in quality defect ratio).

When overdriven, what moves?

- Quality metric goes up as more defects reported.
- Predictability moved down into more “red” bars.

What is the intended behavior?

Help teams focus on finishing something in-progress (or helping someone on the team finish something) before starting something new. Help teams see when impediments inhibit finishing work already in progress.

How is it gamed?

- Teams can prematurely sign-off work only to have defects reported later (seen by increase in quality defect ratio).
- Teams can slow down starting new work (seen by a decrease in throughput productivity)

When overdriven, what moves?

- Quality metric goes up as more defects reported.

For more probabilistic forecasting resources: FocusedObjective.com Email: troy.magennis@focusedobjective.com