

OpenAgile™ Learning System™

Key Metrics Assessment – Assessor's Guide

This assessment tool helps you understand what kind of measurement takes place in your organization and how those measurements are communicated to people in the organization. This assessment looks at Return on Investment, Cycle Time and Customer Satisfaction specifically, and allows room to look at other strategic measures that may be in use. Understanding your key metrics and how they are used will help you as your organization implements OpenAgile. As a learning system, OpenAgile depends on the information that teams and the organization have at hand. Your key metrics provide a great deal of important information and becoming aware of them will assist in the learning process.

The OpenAgile Key Metrics Assessment tool is designed to be filled out by multiple individuals working alone throughout a cross-section of your organization. Staff, middle-management, executives, people in various departments and people of varying degrees of seniority should all be given a chance to participate in this assessment in order to generate the broadest possible understanding of your corporate culture.

Each individual is given an electronic copy of the OpenAgile Key Metrics Assessment – Individual Questionnaire. As an assessor, your instructions should be as brief as possible. Simply explain the mechanics of filling out the assessment and how the completed assessment should be returned to you. You may also need to explain at a basic level the concepts of Return on Investment, Cycle Time and Customer Satisfaction. Other than that, refrain from explaining or commenting on the meaning of the questions in the questionnaire.

It is recommended that you place both an effort and calendar time limit on filling out the questionnaires. Since it is composed of a number of sometimes challenging questions, it could take as long as two hours of effort to complete. The collection cut-off date should be clearly communicated both when the assessment is distributed as well as regular reminders up to the “last moment”.

These questionnaires are deliberately not anonymous. Although this has the risk of skewing the answers, the value of being able to follow-up and ask clarifying questions is considered to out-weigh this risk. In order to disambiguate people and their responses, you may ask people to fill in an ID or sequence number in the Tracking section of the questionnaire.

The OpenAgile Key Metrics Assessment should be run at regular intervals with a large sample size at least yearly, and a smaller sample size at least quarterly.