Business Objective to Process Objective Mapping

| Business Goal | Information Need | Measurement Objective | Affected Processes | Category | Base Measures | Derived Measures | Tolerance Limits |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Improve Quality of the Product | How many defects are detected in the project lifecycle? | To reduce the number of defects in the product delivered to the customer | -Technical Solution  -Product Integration  -Verification  -Validation | Quality | # of defects detected in Validation  Total number of Person hours in the Project | Product Defect Density  Product Defect Density is the number of validation defects detected in the product divided by the size of the product defined as proportional to the actual person hours expended in the project | TBD |
| Improve Quality of the Project’s Process | How many NCs are detected in the project lifecycle? | To reduce the number of process defects in the product delivered to the customer. | All Processes | Quality | # of major Non- conformances from Audit log  # of minor Non- conformances from Audit log  Total number of Person hours in the Project | Project’s Process Defect Density  Project’s Process Defect Density is the number of Non-conformances divided by the size of the product defined as proportional to the actual person hours expended in the project | TBD |
| Improve on-Time Delivery Performance | What percentage of projects is delivered on-time? | To determine the variance between the estimated and actual schedules. | -Project Planning  -Project Monitoring and Control | Delivery | Planned milestone dates  Actual Milestone Dates | Schedule Variance  Schedule Variance measures the difference between scheduled and achieved durations for a project. | ±20% |
| Optimization of Project Costs | What is the effort estimation effectiveness with respect to actuals? | To reduce Effort Variance from the project’s planned efforts in order to optimize the cost of project execution | Project Planning  Project Monitoring and Control | Cost | Efforts logged in Timesheets | Effort Variance  Effort variance measures the difference between Planned and actual efforts expended for a project from the project’s start. | ±20% |
| Provide nurturing environment to our employees to flourish and grow | What is the effectiveness of Trainings? | To meet the tactical training needs that are common across projects and support groups in the organization | Training | People Development | Training ratings data | Training Effectiveness  Average of training Feedback ratings in a Month out of a possible rating of 10 | 8±1 |