Outcome Metrics

Lead To Valuable Practices

Skylar Watson

Output

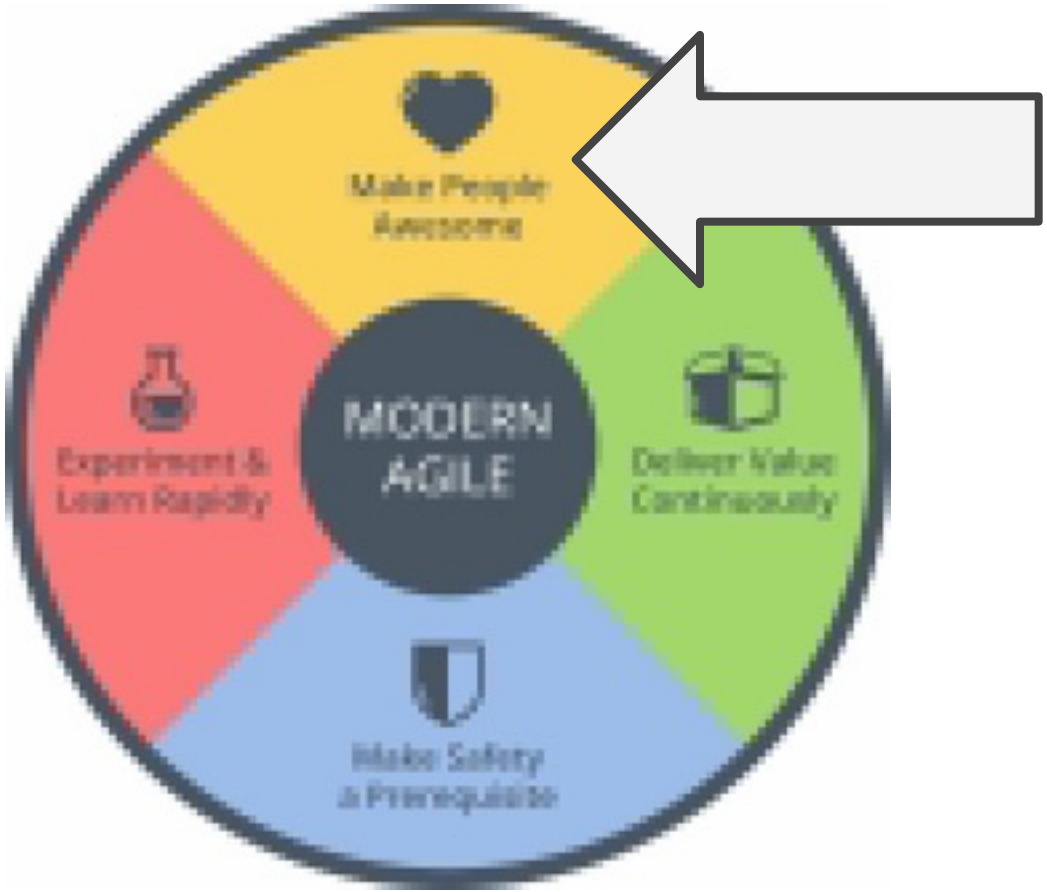
Captures details about how work is being done.

Outcome

Measures the difference a team's work makes in the world.

Output Metric

Outcome Metric


Make People Awesome
Deliver Value Continuously
Make Safety a Prerequisite
Experiment & Learn Rapidly
MODERN AGILE

MISSION

Clinical Care

Number served

Success rate

Accurate Diagnoses

Bed Count

Referrals

Labs Performed

Mr. ZIP

When you're so focused on improving outputs, you begin to lose sight of what matters.

Brewery

Customer Consistency

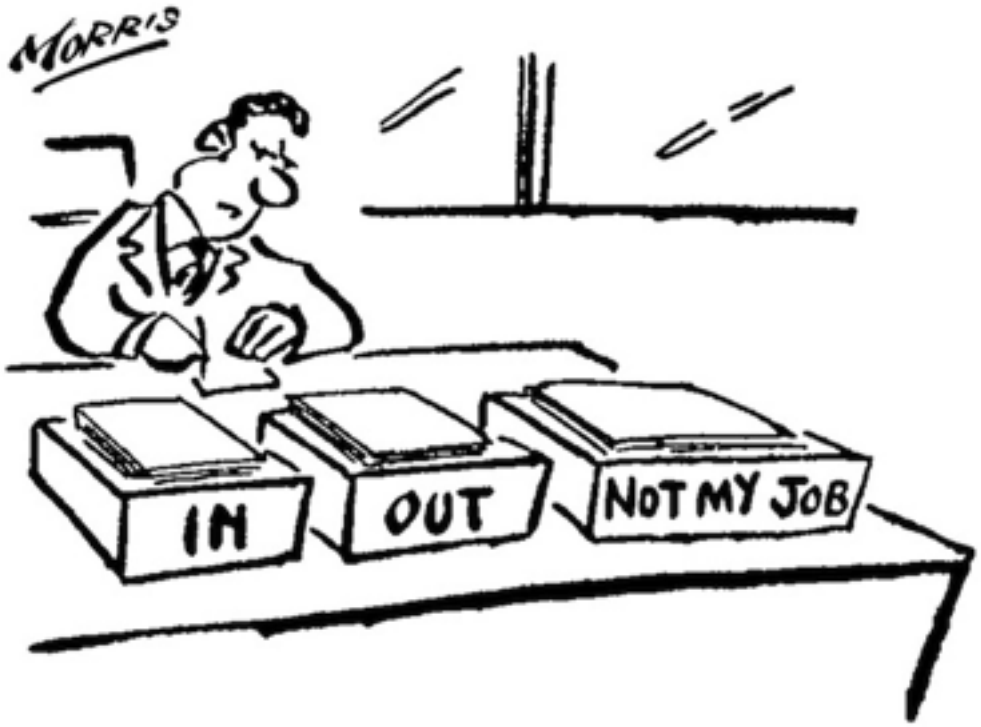
Material Cost

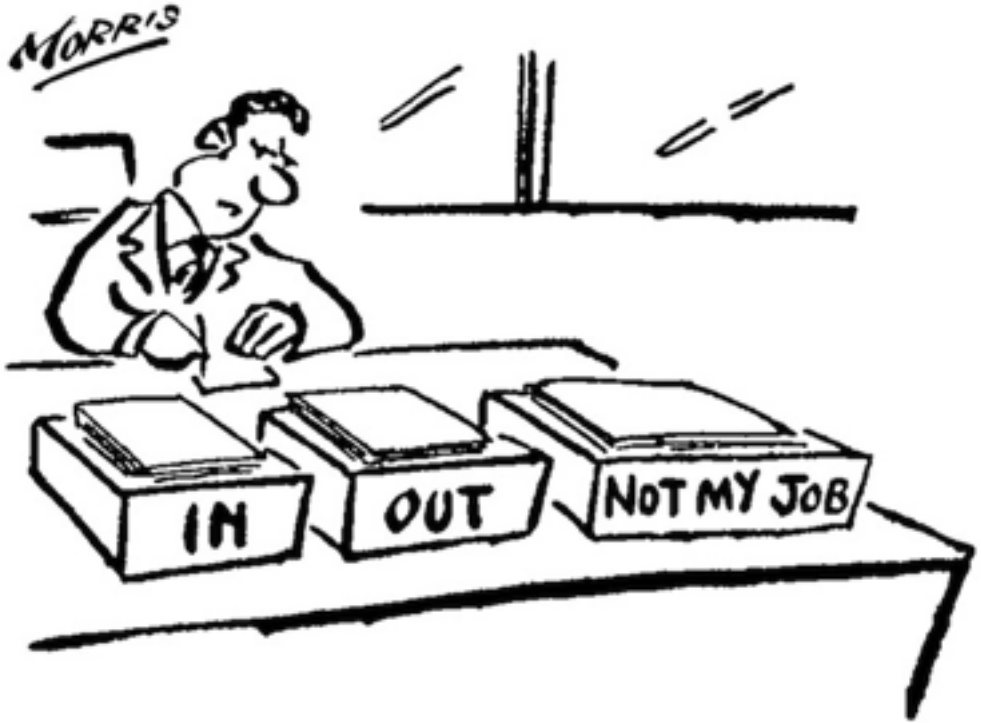
Operation Cost

Mash Efficiency

Boil Time

Beer Consumed


MORRIS
IN
OUT
NOT MY JOB



By discovering an organization that didn't work as whole we learned that solutions don't need to be technical.

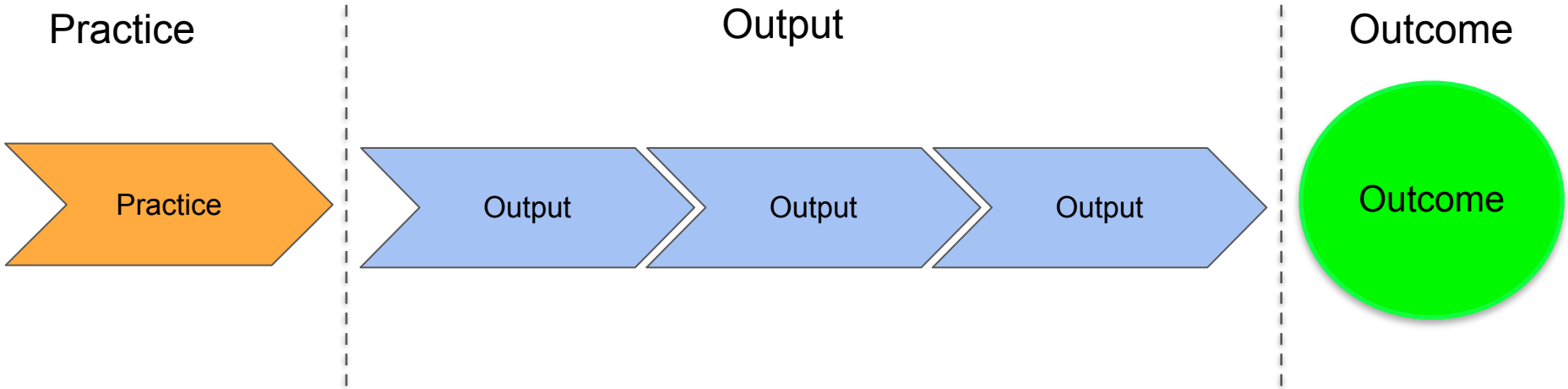
Sparrow Deck

Audience Examples

A Surrogate Chain

a series of output metrics that fit into the bigger picture of an organization's goal

A Surrogate Chain



What do you look for in a beer?

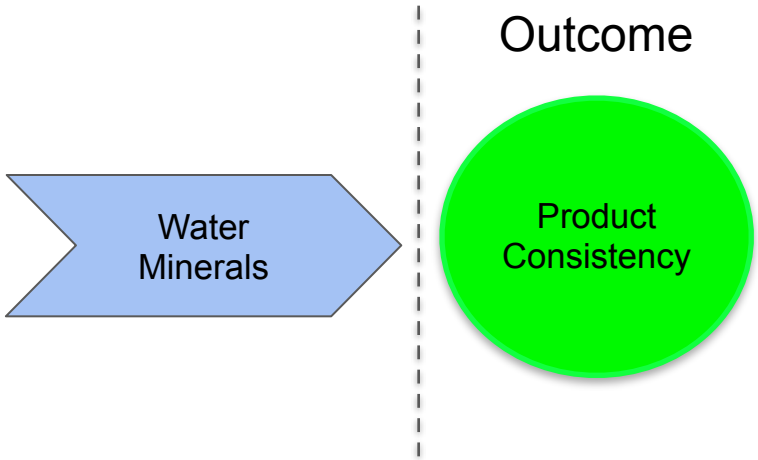
What do you look for in a beer?

Consistency

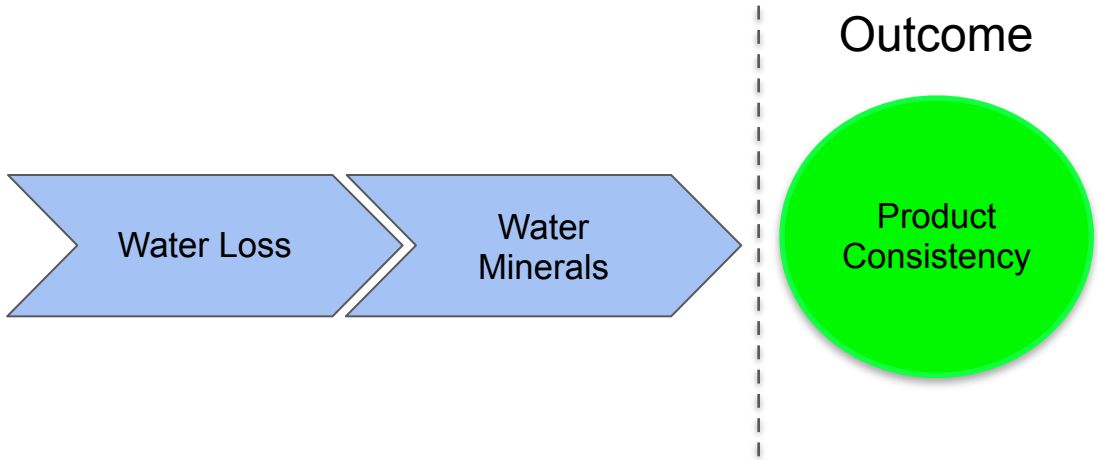
A Surrogate Chain — Brewery

Outcome

A Surrogate Chain — Brewery



A Surrogate Chain — Brewery



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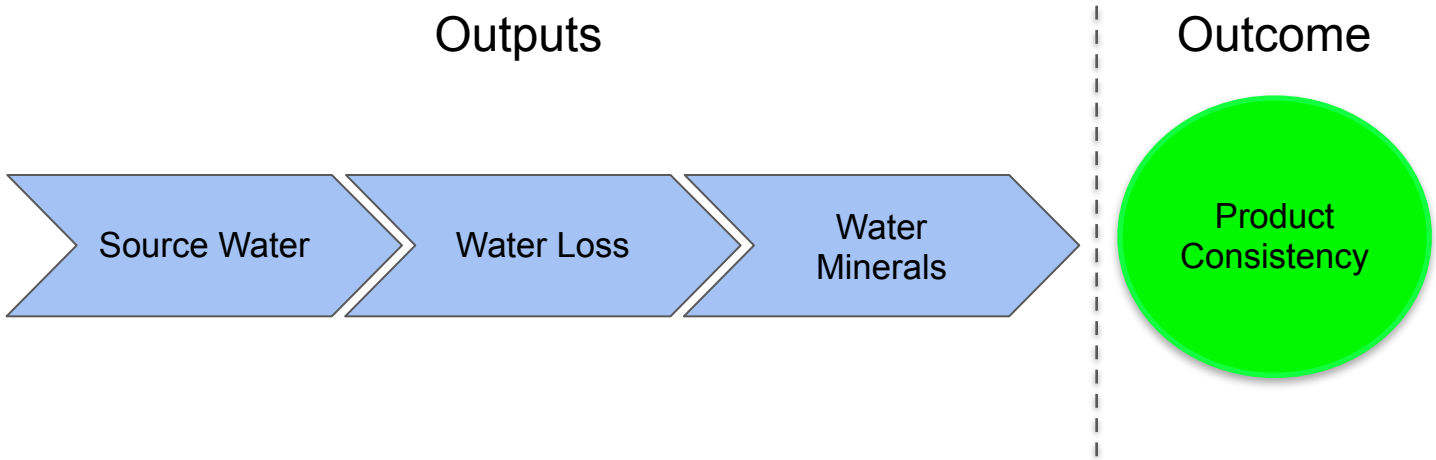

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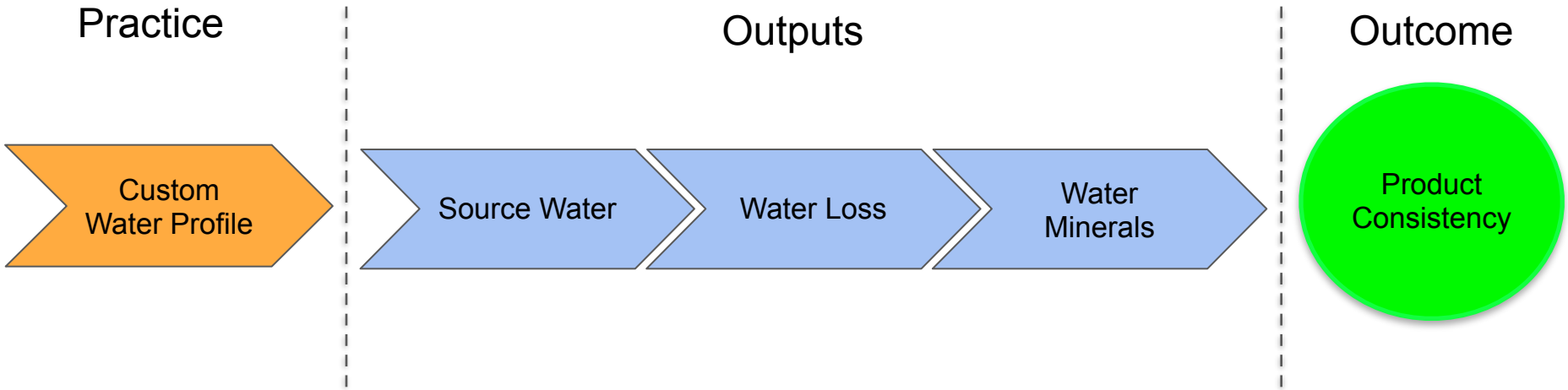
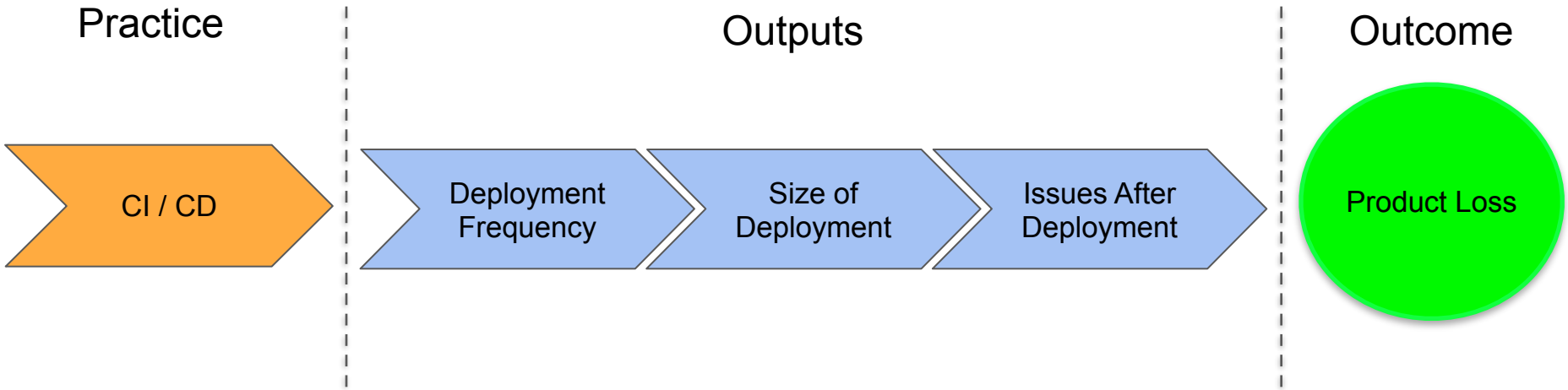


A Surrogate Chain

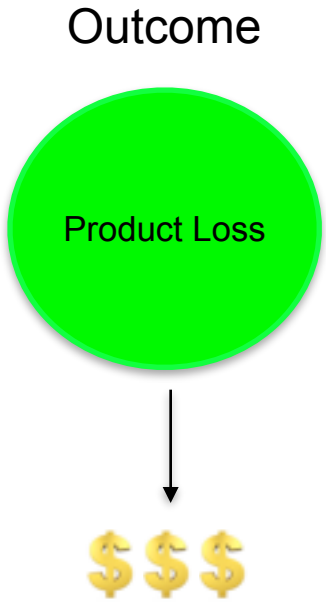


A Surrogate Chain — Manufacturing

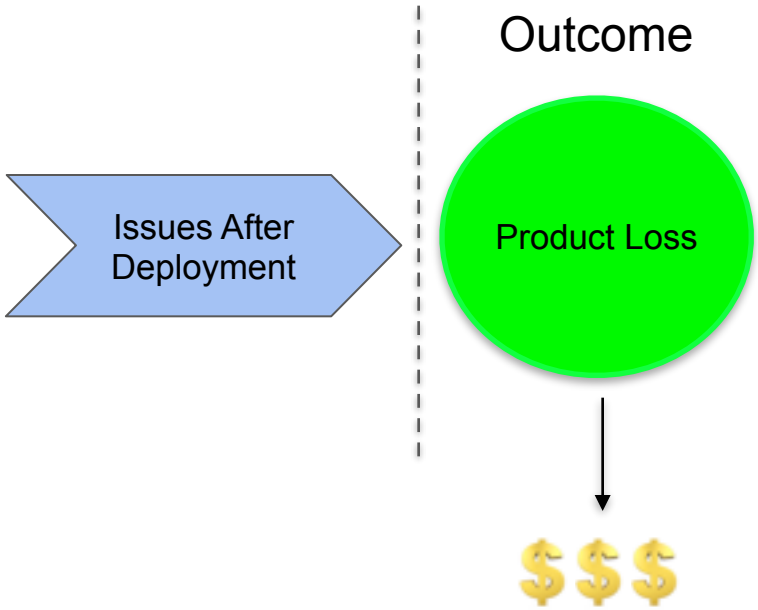
A Surrogate Chain

Outcome

A Surrogate Chain



A Surrogate Chain



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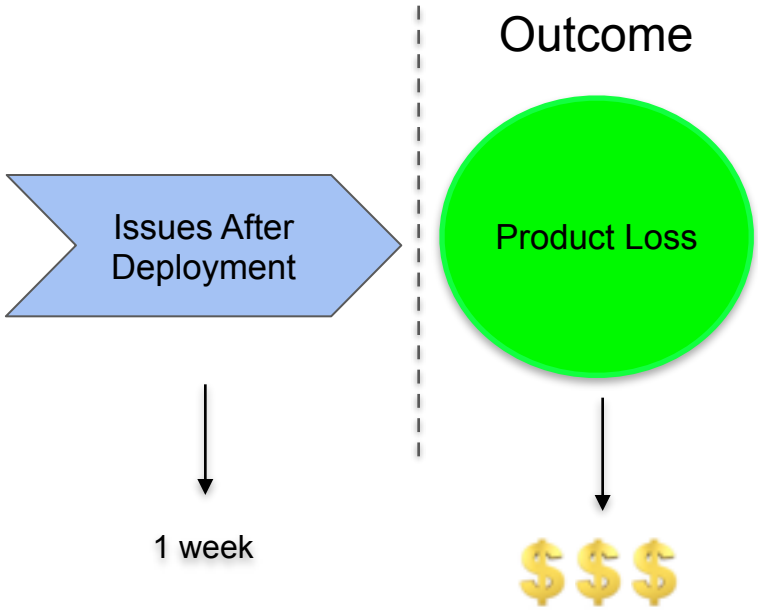

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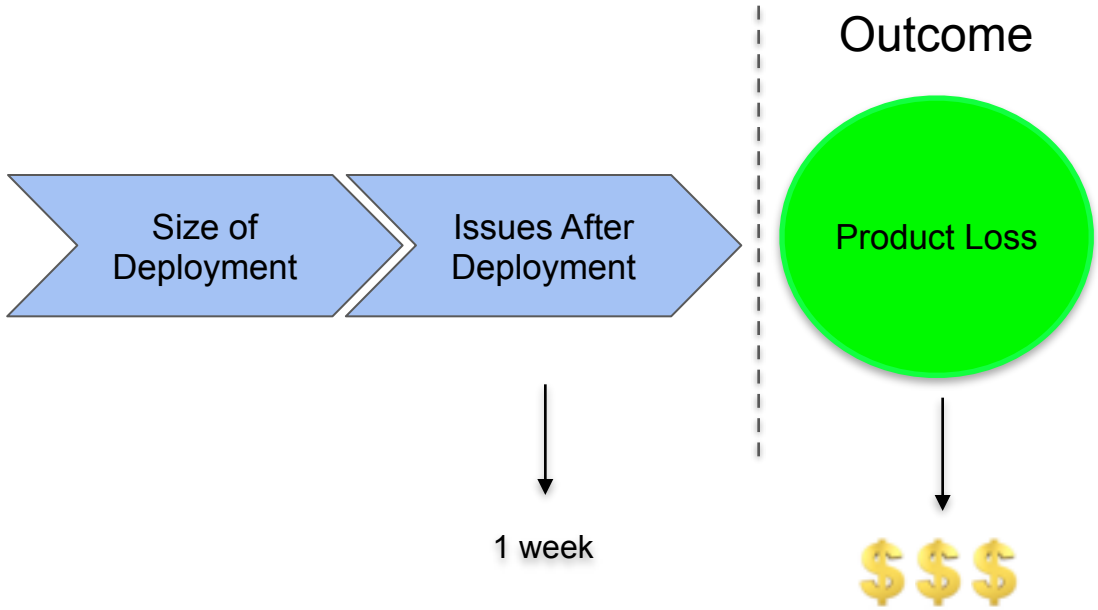

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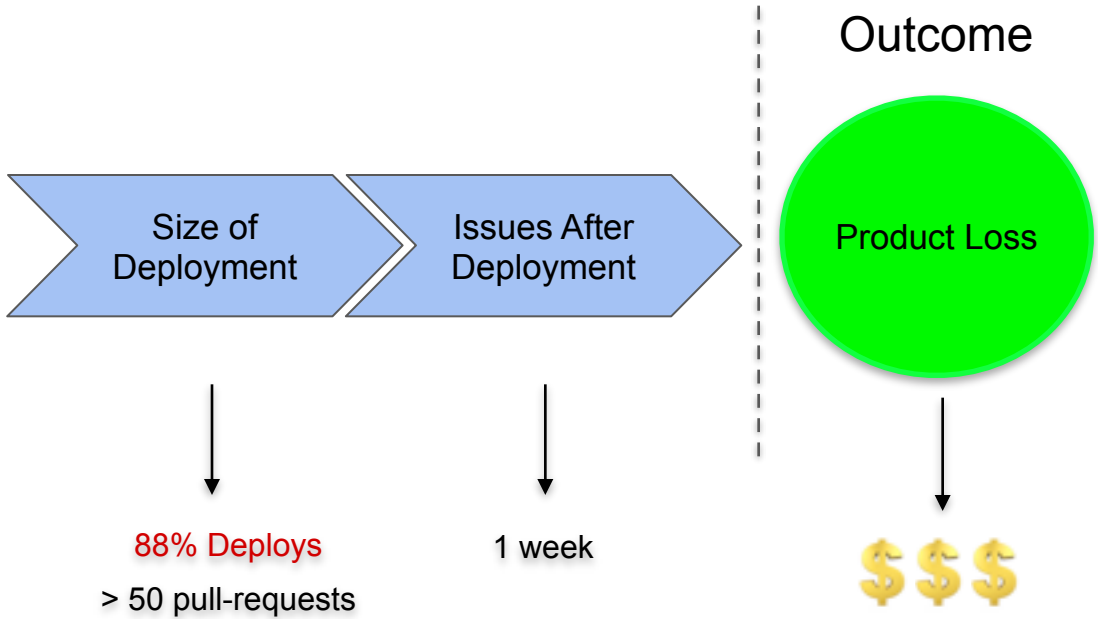

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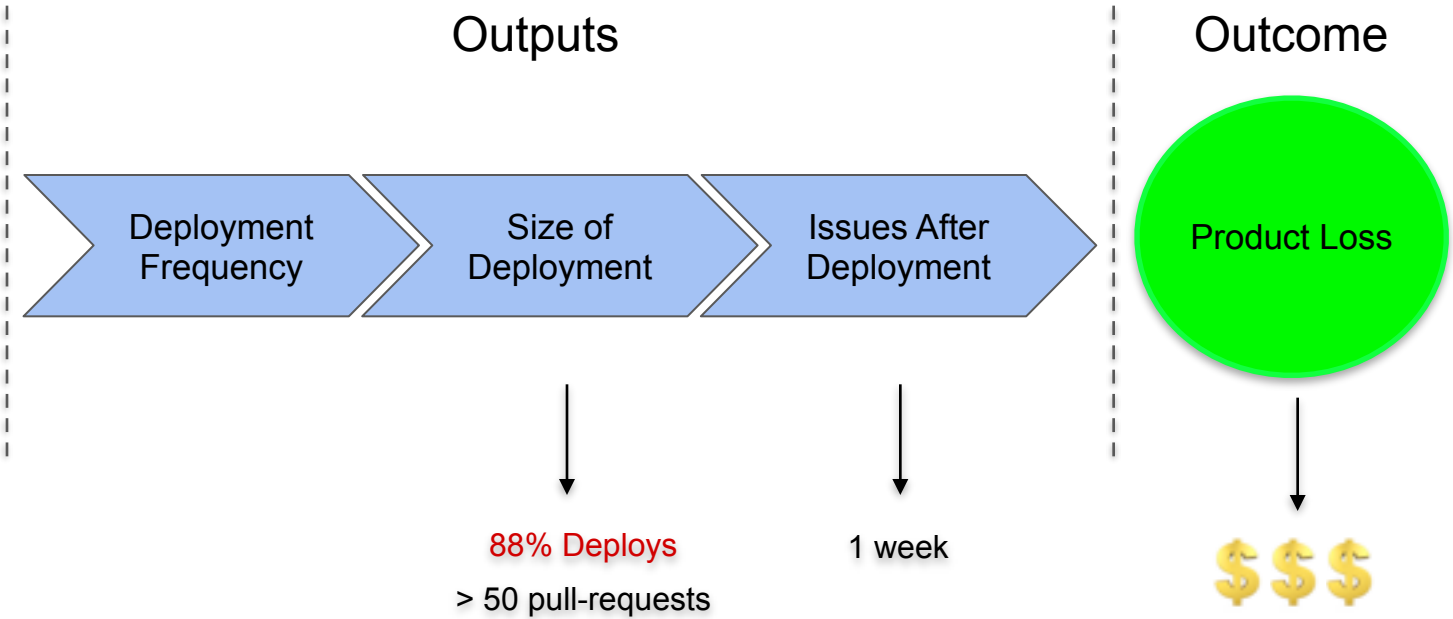

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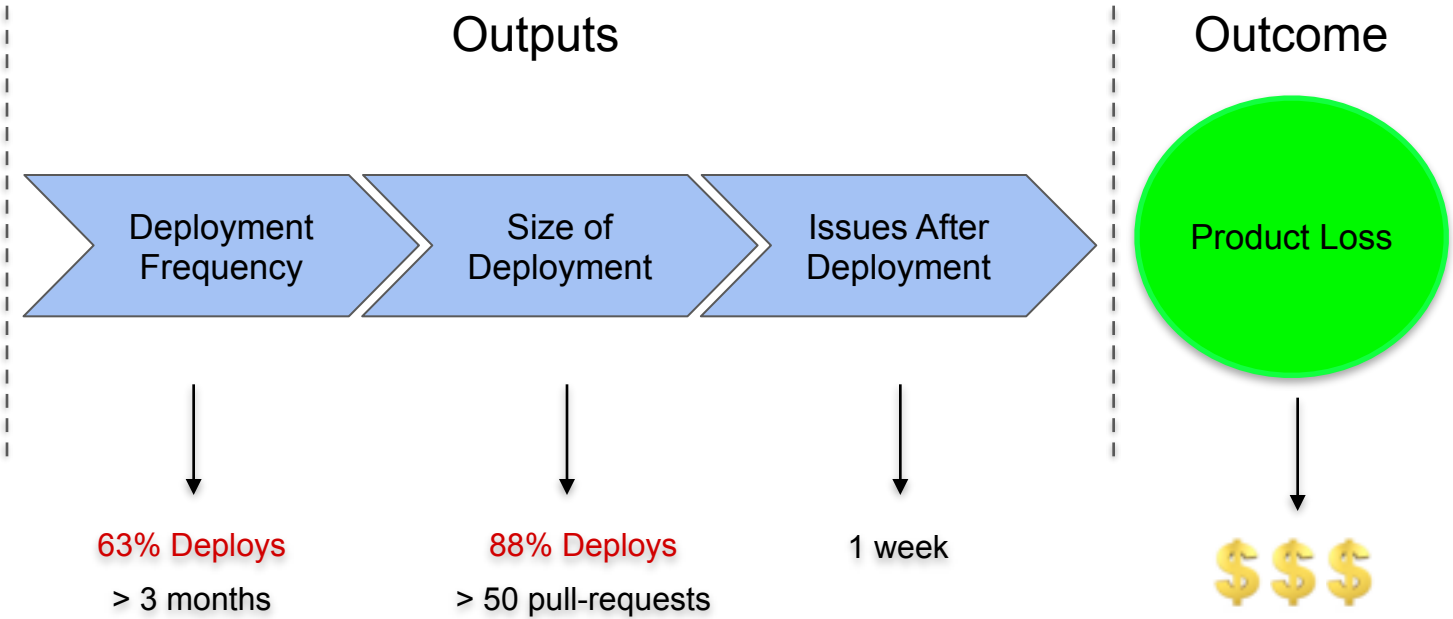

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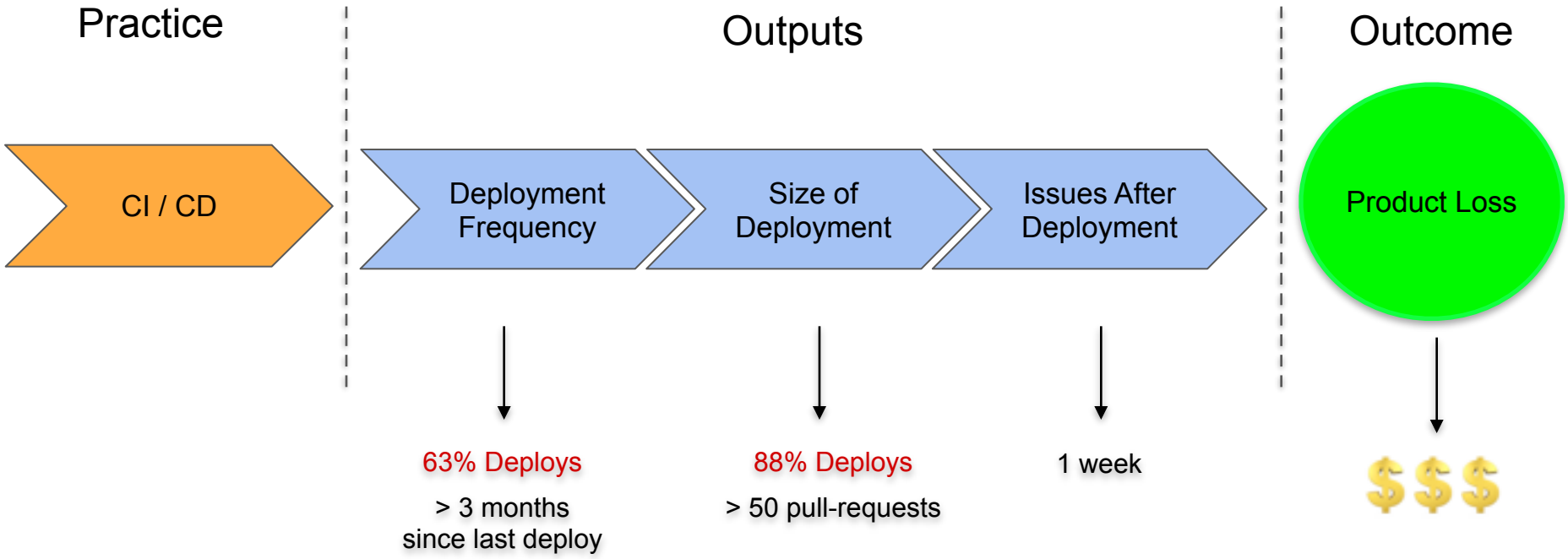

Follow Your Chain

Your turn

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