

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

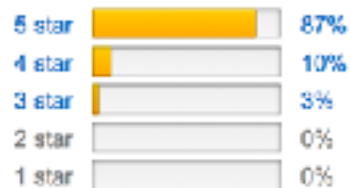


Outcome Metric

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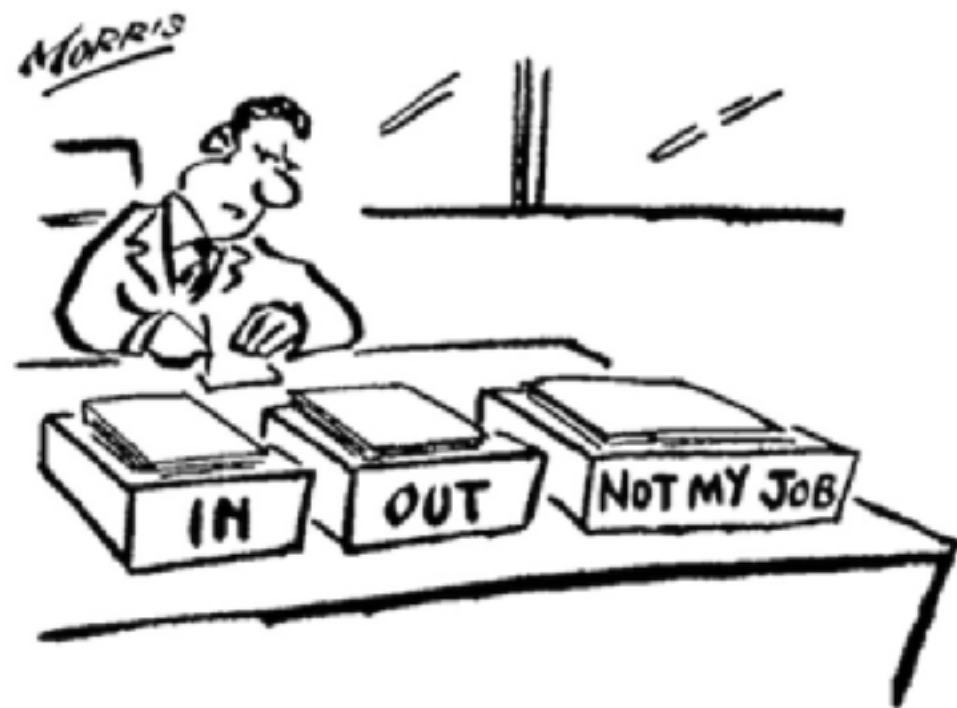


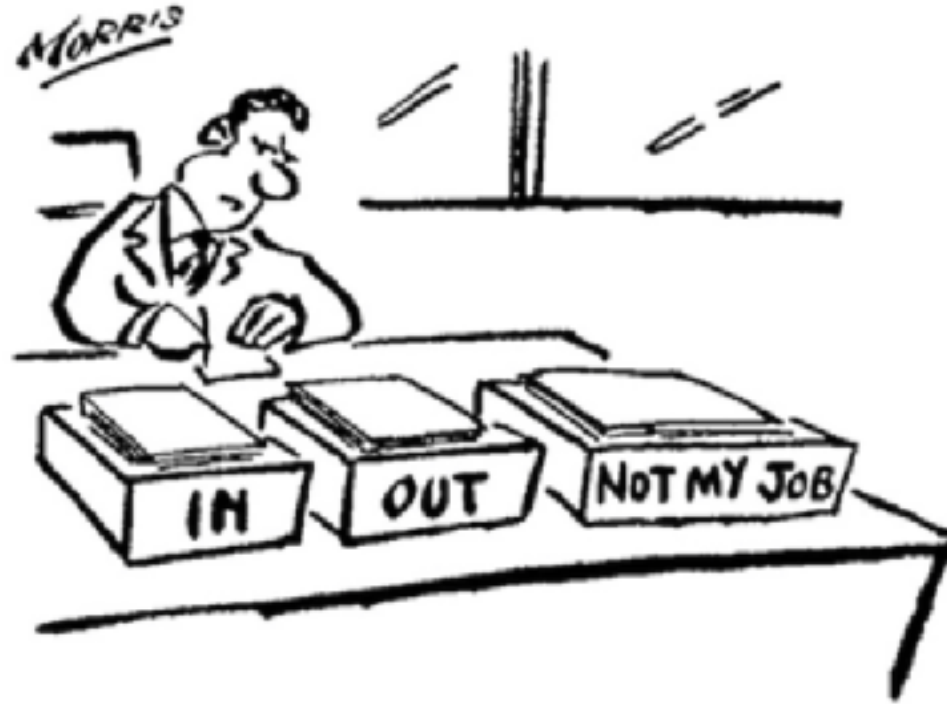
Mr. ZIP



Mr. ZIP

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





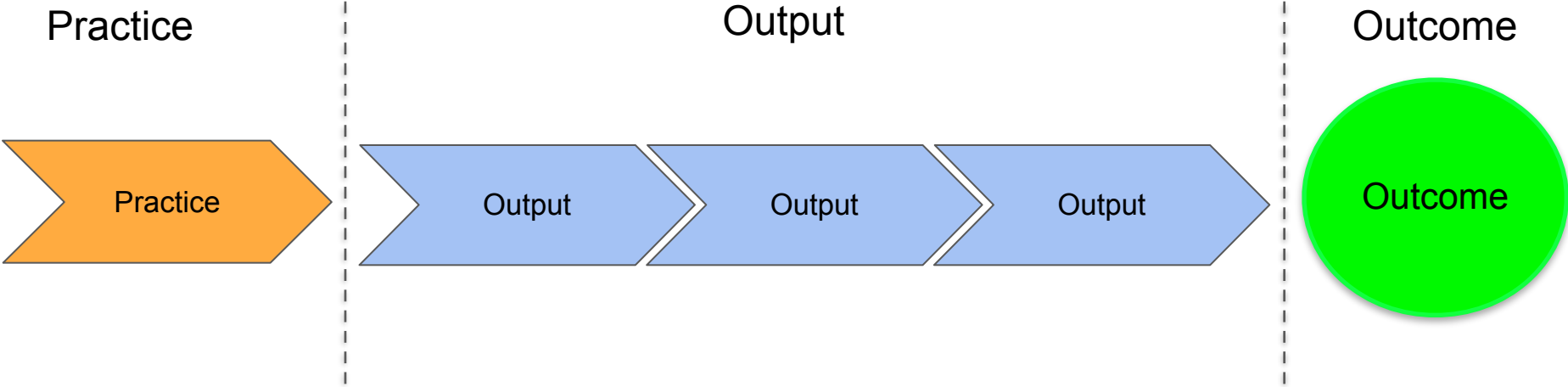
By discovering an organization that didn't work as whole we learned that solutions don't need to be technical.

A Surrogate Chain



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

A Surrogate Chain





Brewing





What do you look for in a beer?





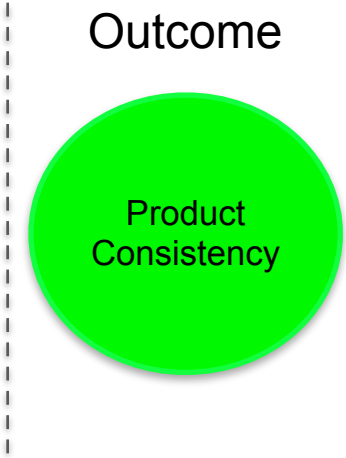
What do you look for in a beer?

Consistency



A Surrogate Chain — Brewery

Outcome



Product
Consistency

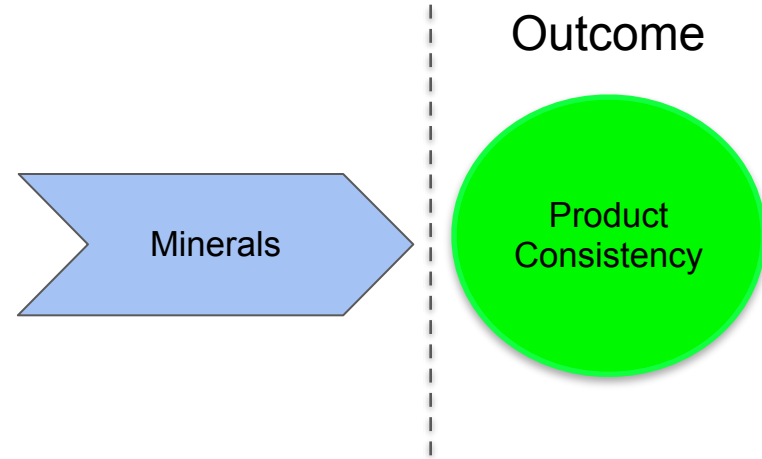




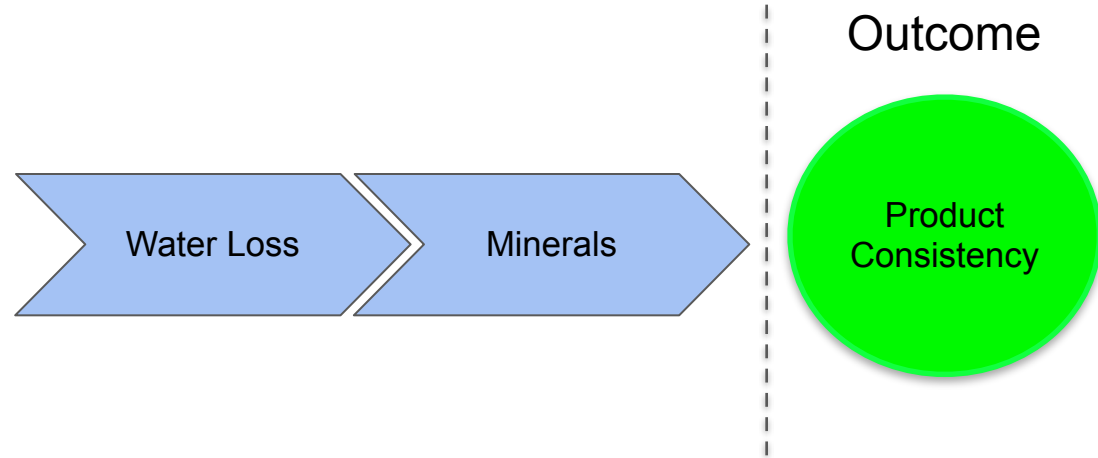




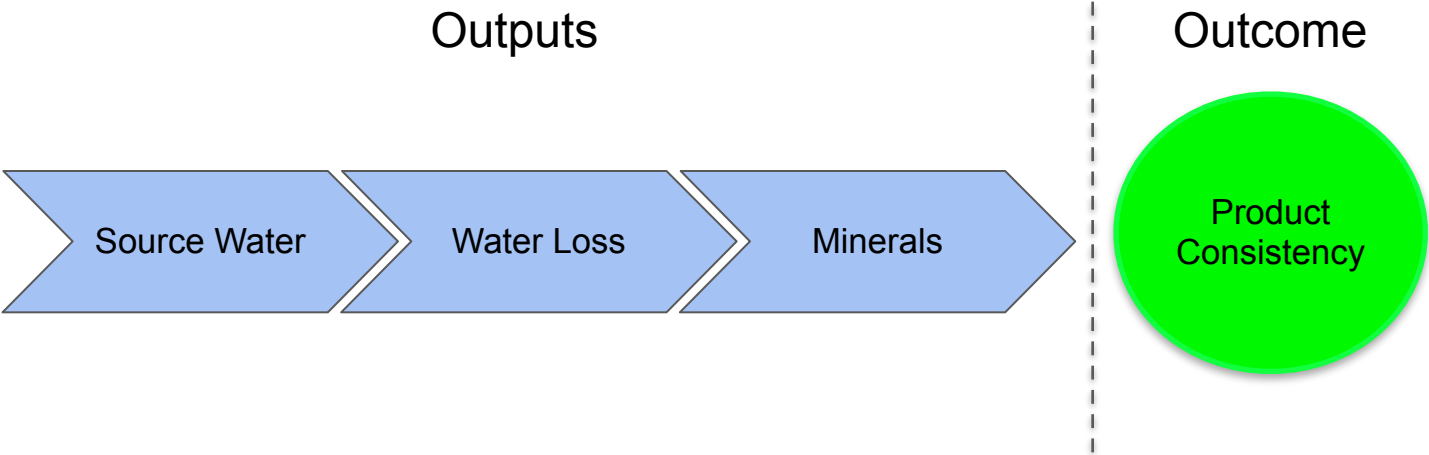
A Surrogate Chain — Brewery



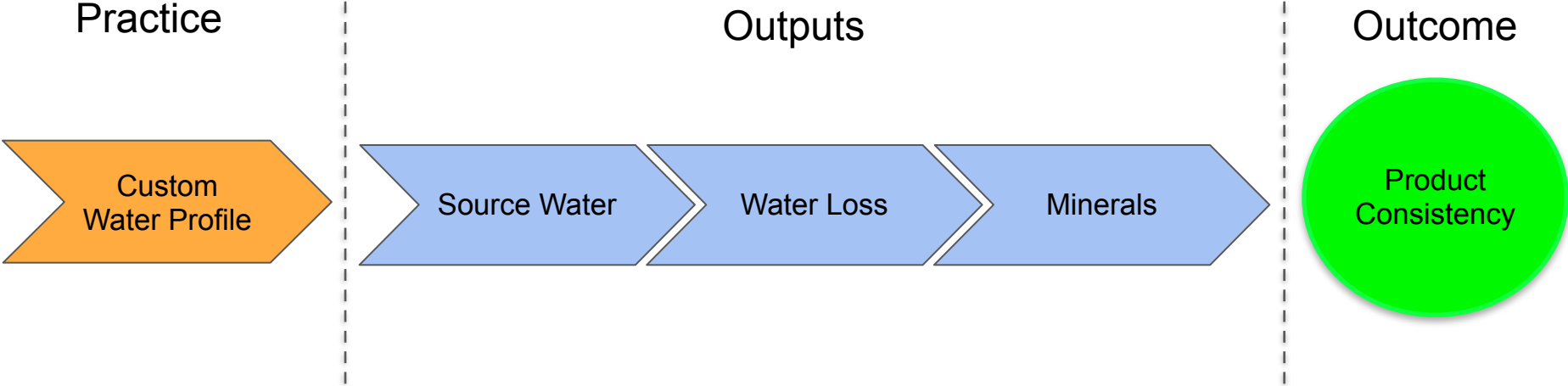
A Surrogate Chain — Brewery



A Surrogate Chain — Brewery



A Surrogate Chain — Brewery



A Surrogate Chain — Manufacturing



A Surrogate Chain — Manufacturing

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"After analyzing all your data, I think we can safely say that none of it is useful."

A Surrogate Chain — Manufacturing

Outcome



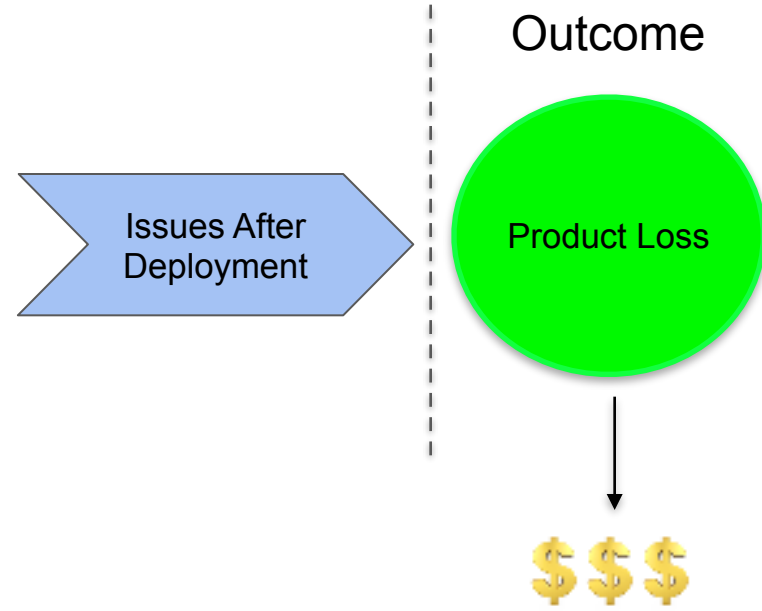
Product Loss

A Surrogate Chain — Manufacturing

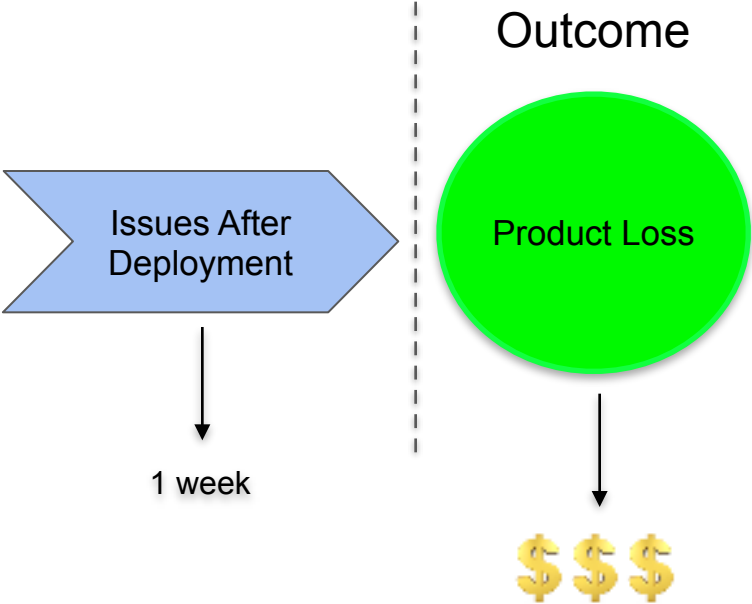
Outcome



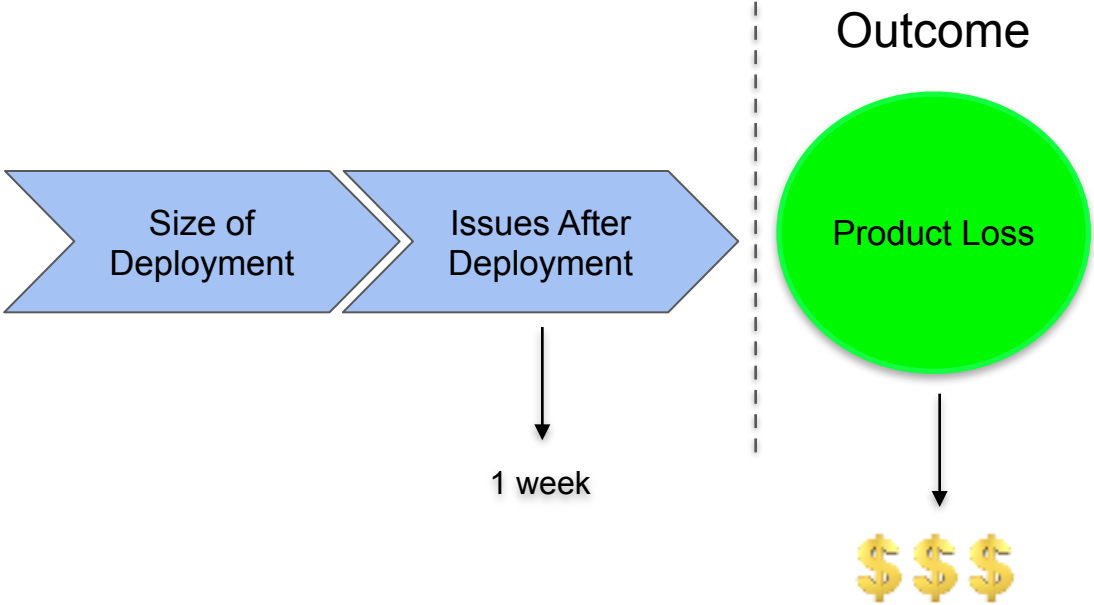
A Surrogate Chain — Manufacturing



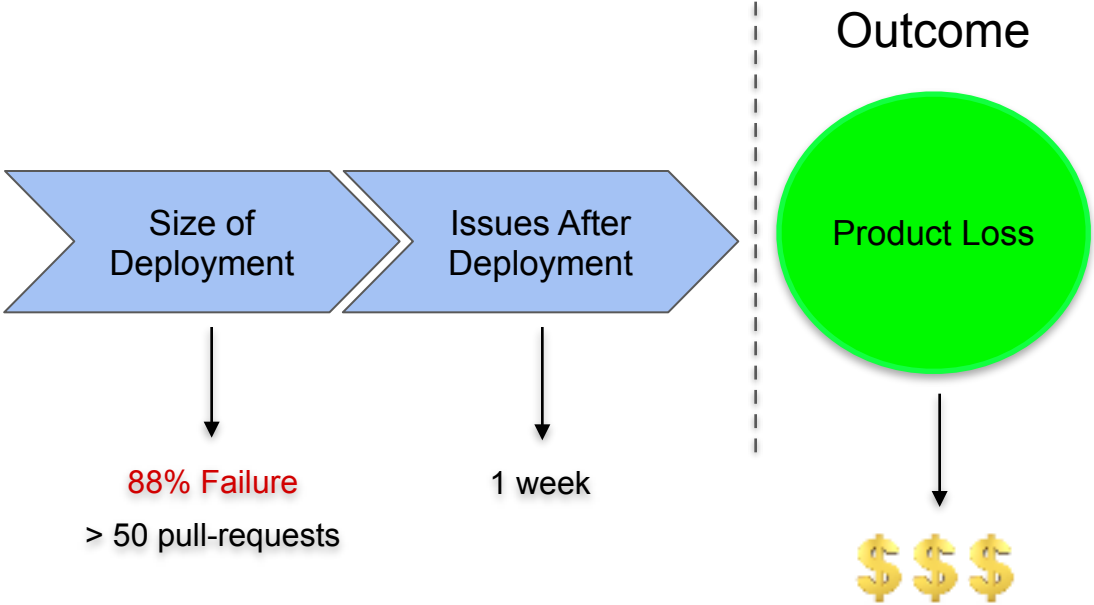
A Surrogate Chain — Manufacturing



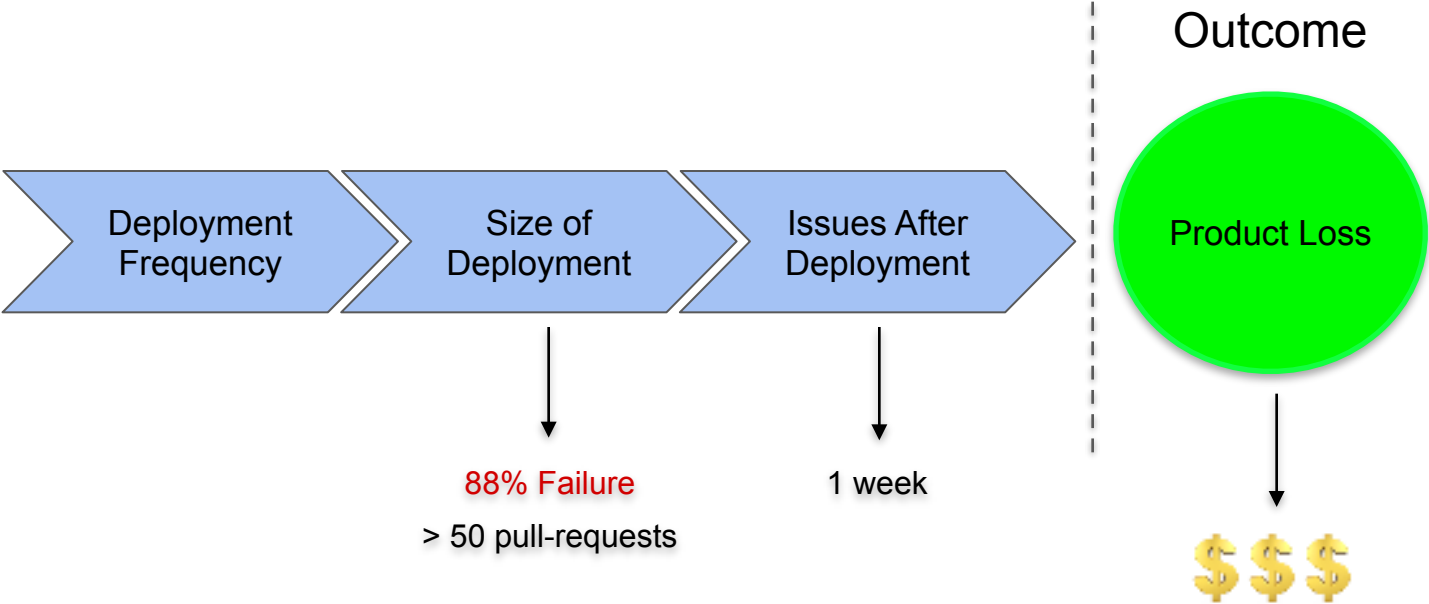
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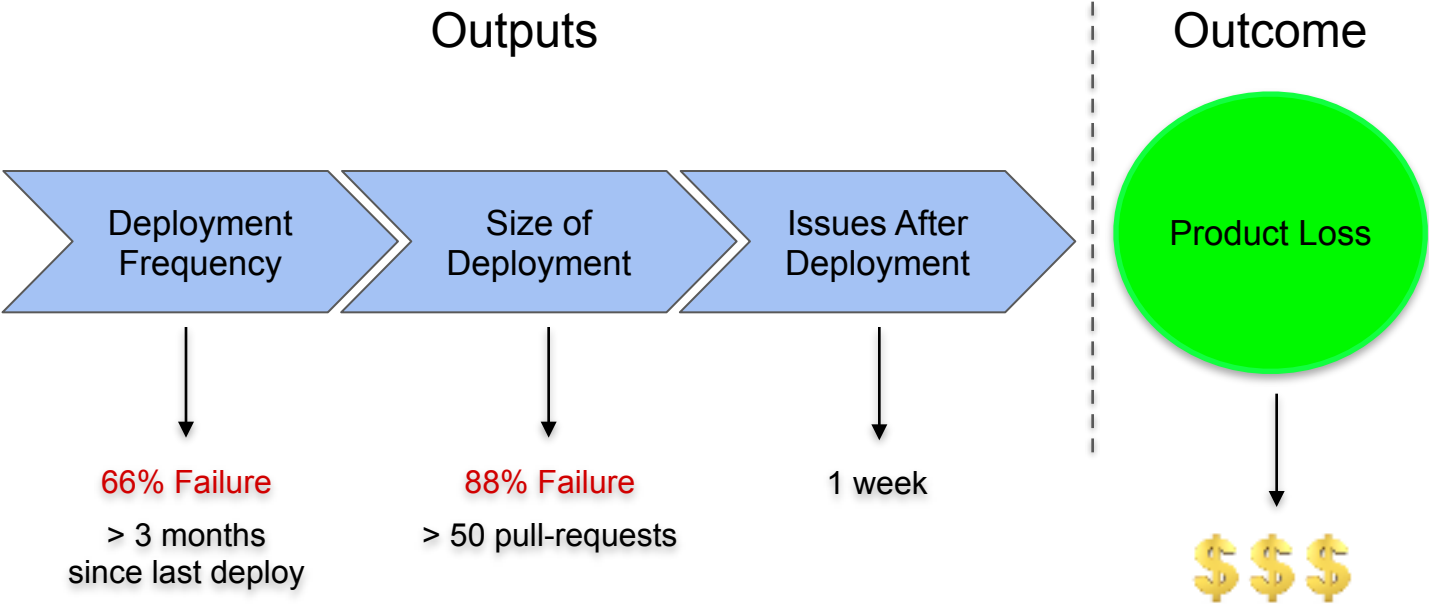
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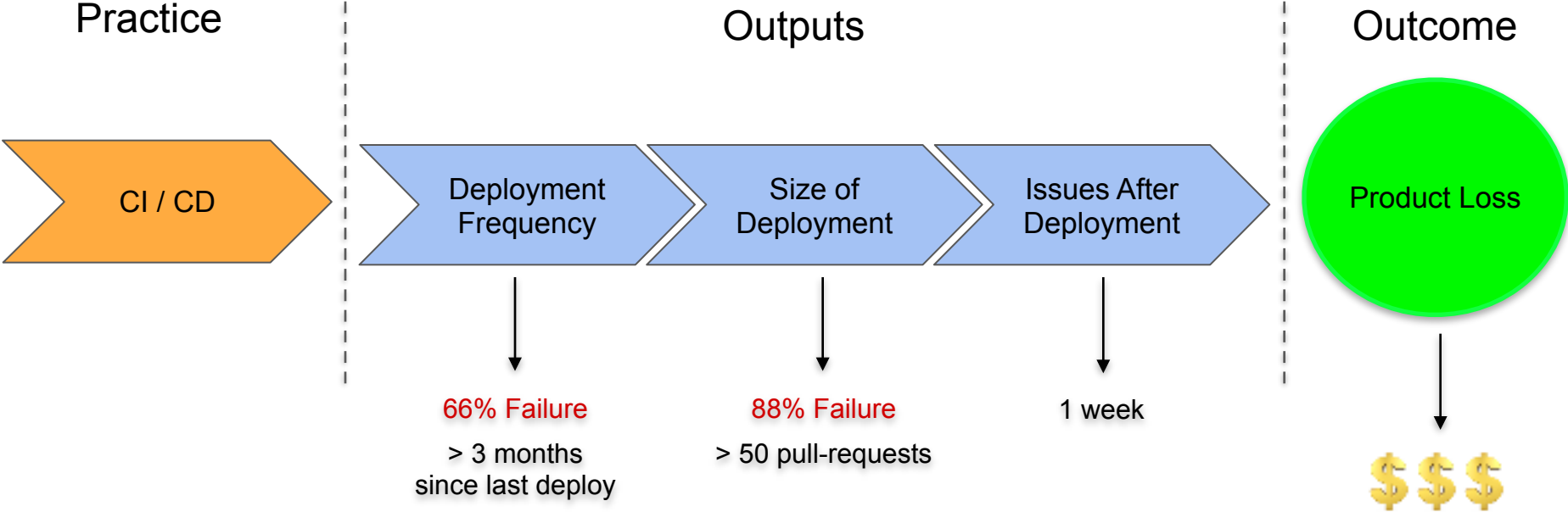
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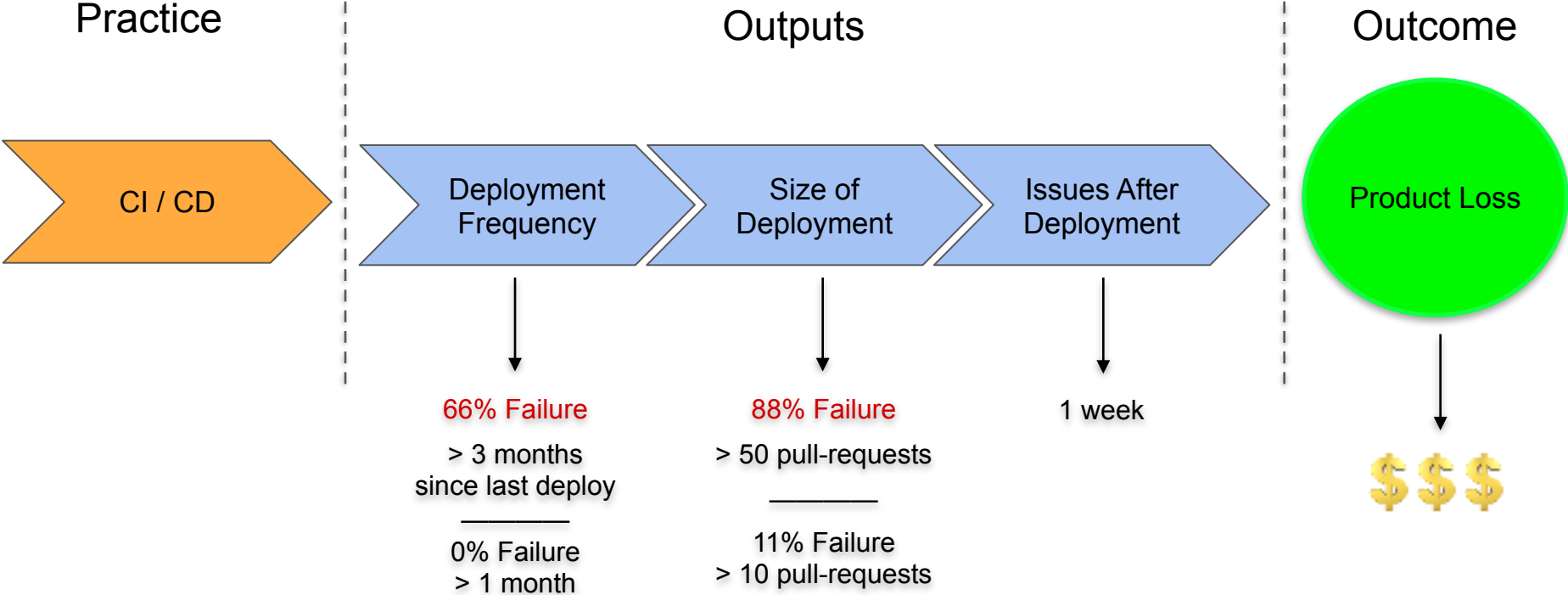
A Surrogate Chain — Manufacturing



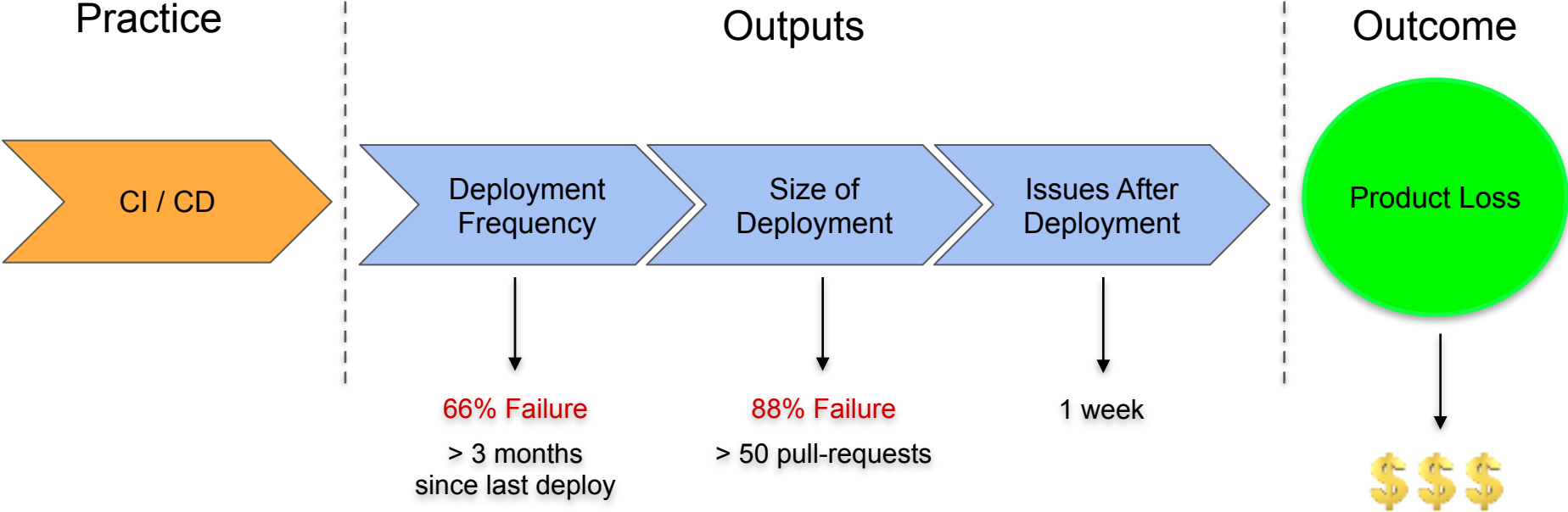
A Surrogate Chain — Manufacturing



A Surrogate Chain — Manufacturing



A Surrogate Chain — Manufacturing



Follow Your Chain



Follow Your Chain — Conference

Venue

Attendee

Conference



Your turn

