Utilization, Quality, Throughput, Satisfaction, Timeliness of delivery/Cycle Time

Job Role	Metric Name	Description	Calculation	Data Sources	Report available (Y/N)
Dev	PR per Engineer (DX Core 4 – Diffs per Engineer)	Diffs per engineer (or pull requests per engineer) reflects how frequently engineers are submitting code changes. Direct measure of value delivery speed to stakeholders	Meaningful code changes committed per developer per time period	ADO Track AI-assisted vs traditional development separately using parallel baselines	Y
Dev	Feature Lead Time	Total time it takes to deliver a new feature.	<10 days commit to QA/UAT, trending toward <5 days	ADO	N
Dev	Developer Flow Efficiency	End-to-end development cycle time and value-adding time percentage	Flow Efficiency = (Active Work Time / Total Cycle Time) * 100%	ADO	N
Dev	Percentage of Time on New Capabilities	>60% of development time on new features vs. maintenance	Classification of work items into new capabilities vs. technical debt/maintenance	ADO	N

Dev	Learning Velocity Coefficient	Rate of Knowledge Acquisition and Sharing Future-proofing capabilities and strategic readiness Ex. AI literacy score >80% across team	>1 new skills/technologies adopted per developer per quarter Learning platform metrics, skill assessments, knowledge sharing contributions	Workday / Udemy / Manual tracking	N
QA	Hands on keyboard (Utilization)	Productivity metric to show how many hours a team member worked towards a project	ADO vs Ignite hours. ~~Crosschecked with Activtrak data~~	ADO, Ignite, ~~Activtrak~~	Yes
QA	Test Execution Rate (Throughput)	This metric evaluates the percentage of test points run during test execution	Test Execution Rate = (Number of Test Points Executed / Total Number of Test Points) * 100	ADO	Yes
QA	PBI Test Coverage (Quality)	This metric measures the percentage of PBIs that have associated tests. It ensures that all PBIs are covered by tests	PBI Coverage = (Number of PBIs with Tests / Total Number of PBIs) * 100	ADO	Yes
QA – Automation	Automation Coverage (Quality)	This metric measures the percentage of PBIs	Automation Coverage = (Number of PBIs	ADO, Testim	Yes

		covered by Automation tests	with Automation Tests / Total Number of PBIs) * 100		
QA - AI	AI Test Coverage	This metric looks at the percentage of test cases created by AI tools	AI Test Coverage = (Number of test cases created by AI tools / Total number of test cases) * 100	ADO, AI tools	
QA - AI	AI Escaped Bugs	This metric measures the number (percentage) of bugs that made to production covered by AI tests	AI Escaped Bugs = (Number of bugs escaped tested by AI test cases / Total number of bugs) * 100	ADO, AI tools	
Business Analysts	PBI Defect Rate (Quality)	This measures the quality of PBIs based on the bugs associated with the PBI with reason code “Missing or Incorrect Requirements”	PBI Defect Rate = No. of Bugs with Bug Reasons "Missing or Incorrect Requirements" /Total no of PBIs written) * 100	ADO	Yes, but manually prepared by BA
Business Analysts	PBI Rework rate (Quality)	This measures the quality of PBIs based on the average number of times a PBI’s Description and Acceptance Criteria are modified	PBI Rework Rate = average (No. of times a PBI is revised after state is set to 2.1 Ready for Development)	ADO	No

		once development starts			
Business Analysts	Stakeholder Satisfaction Score (Quality)	This measures the quality of PBIs based on the satisfaction ratings of Stakeholders (e.g How well does the BA capture your needs in PBIs?)	Average Survey Score (1-5)	MS Forms	No
Business Analysts	Sprint Coverage (Throughput)	This measures if the BA has enough "Ready for Development" PBIs for the Product team to work on in the upcoming sprints. *Note: If there are multiple Product Owners/BAs working on the Product Backlog, this metric may not be applicable for the SOW*	Sprint Coverage = Sum of "Ready for Development" PBI (Development Hours + QA Hours)/Total team Capacity	ADO	No
Business Analysts	PBI Authoring Cycle Time	This metric measures the average elapsed time elapsed from 1.1 – In	PBI Authoring Cycle Time = average (Time stamp 2.1. Ready for Development –	ADO	No

		Requirements to 2.1 Ready for development	Time stamp 1.1 In Requirements)		