1. Reduce Schedule

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| Name | Reduce Schedule |
| Definition | This metric calculate by compare plan schedule versus actual schedule of Viking project |
| Goals and Question | Goal: Reduce product schedule by 10%  Question 1: What was duration of Viking plan schedule?  Question 2: What was duration of Viking actual schedule? |
| Analysis Metric | Duration of Viking plan schedule: R1  Duration of Viking actual schedule: R2  The schedule reduce by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |

1. Improve productivity

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| Name | Improve productivity |
| Definition | This metric calculate by compare team productivity through 2 months |
| Goals | Goal: Improve productivity by 10%  Question 1: What was team productivity in first month?  Question 2: What was team productivity in second month? |
| Analysis Metric | Team productivity in first month: R1  Team productivity in second month: R2  The productivity improve by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |

1. Reduce project costs

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| --- | --- |
| Name | Reduce project costs |
| Definition | This metric calculate by compare plan cost versus actual cost of Viking project |
| Goals | Goal: Reduce project costs by 10%  Question 1: What was Viking plan cost?  Question 2: What was Viking actual cost? |
| Analysis Metric | Viking plan cost: R1  Viking actual cost: R2  The cost reduce by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |

1. Improve product quality

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| Name | Improve product quality |
| Definition | This metric calculate by compare defects feedback by customer through 2 times release |
| Goals | Goal: Improve product quality by 10%  Question 1: What was the defects feedback by customer at first time release?  Question 2: What was the defects feedback by customer at second time release? |
| Analysis Metric | the defects feedback by customer at first time release: R1  the defects feedback by customer at second time release: R2  The quality improvea by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |

1. Reduce project risk

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| --- | --- |
| Name | Reduce project risk |
| Definition |  |
| Goals | Goal: Reduce project risk by 10%  Question 1: What was Viking plan risk?  Question 2: What was Viking actual risk ? |
| Analysis Metric | Viking plan risk: R1  Viking actual risk: R2  The risk reduce by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |

1. Reduce product change

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| --- | --- |
| Name | Reduce product change |
| Definition |  |
| Goals | Goal: Reduce product change by 10%  Question 1: What was Viking plan change?  Question 2: What was Viking actual change ? |
| Analysis Metric | Viking plan change: R1  Viking actual change: R2  The change reduce by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |

1. Improve customer satisfaction

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| --- | --- |
| Name | Improve customer satisfaction |
| Definition | This metric calculate by compare customer satisfaction through surveys in 2 months |
| Goals | Goal: Improve customer satisfaction by 10%  Question 1: What was customer satisfaction at the first survey?  Question 2: What was customer satisfaction at the second survey? |
| Analysis Metric | Customer satisfaction at the first survey: R1  Customer satisfaction at the second survey: R2  The customer satisfaction improve by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |

1. Increase team morale

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| --- | --- |
| Name | Increase team morale |
| Definition | This metric calculate by compare team morale through surveys in 2 months |
| Goals | Goal: Increase team morale by 10%  Question 1: What was team morale at the first survey?  Question 2: What was team morale at the second survey? |
| Analysis Metric | Team morale at the first survey: R1  Team morale at the second survey: R2  The team morale improve by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |

1. Reduce defects

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| Name | Reduce defects |
| Definition | This metric calculate compare |
| Goals | Goal: Reduce defects found by system test by 10%  Question 1: What was deftect at the first testing ?  Question 2: What was deftect at the second testing ? |
| Analysis Metric | Defect at the first survey: R1  Defect at the second survey: R2  The defect reduce by 10% when R1 - R2 >= 10% → Goal accomplished |
| Strengths |  |
| Weaknesses |  |