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 |  |
| 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 |  |
| 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 |  |
| Strengths |  |
| Weaknesses |  |

1. Improve product quality

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| Name | Improve product quality |
| Definition | This metric calculate by compare defect feedback by customer through 2 times release |
| Goals | Goal: Improve product quality by 10%  Question 1: Number of defect feedback by customer in first time release  Question 2: Number of defect feedback by customer in second time release |
| Analysis Metric |  |
| Strengths |  |
| Weaknesses |  |

1. Reduce project risk

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| --- | --- |
| Name | Reduce project risk |
| Definition |  |
| Goals | Goal: Reduce project risk by 10%  Question 1: How many risk in the plan  Question 2: How many risk happen in project |
| Analysis Metric |  |
| Strengths |  |
| Weaknesses |  |

1. Reduce product change

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| --- | --- |
| Name | Reduce product change |
| Definition |  |
| Goals | Goal: Reduce product change by 10%  Question 1: How many change in the plan  Question 2: How many change happen in project |
| Analysis Metric |  |
| 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 first survey?  Question 2: What was customer satisfaction at second survey? |
| Analysis Metric |  |
| 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 first survey?  Question 2: What was team morale at second survey? |
| Analysis Metric |  |
| 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: Number of defect found by system test in the first time  Question 2: Number of defect found by system test in the second time |
| Analysis Metric |  |
| Strengths |  |
| Weaknesses |  |