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| Measurement Plan |
| Human Resource Management |
| Measurement Plan help track progress project and evaluate team member |

6/5/2012

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**Revision Table**

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| --- | --- | --- | --- |
| **Author** | **Date** | **Reason for changes** | **Version** |
| Tan Tran | 11/11/2011 | Update Measurement Management Plan | 1.0 |
| Nhung Huynh | 15/1/2012 | Change metrics definition | 1.0.1 |
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|  |  |  |  |

# Introduction

Measurement Plan base on Goal-Question-Metric to define metrics and measurement for Human Resource Management (HRM) project and plan how to get metrics and scale them.

Measurement Plan help track progress project and evaluate team member.

Measurement Plan includes:

Purpose: Specify the purpose of this Measurement Plan

Scope: A brief description of the scope of this Measurement Plan; what Project(s) it is associated with, and anything else that is affected or influenced by this document

Definitions, Acronyms and Abbreviations: This subsection should provide the definitions of all terms, acronyms, and abbreviations required to properly interpret the Measurement Plan.  This information may be provided by reference to the project Glossary

References: This subsection should provide a complete list of all documents referenced elsewhere in the Measurement Plan.  Each document should be identified by title, report number (if applicable), date, and publishing organization.  Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document.

Overview: This subsection should describe what the rest of the Measurement Plan contains and explain how the document is organized

## Purpose

Measurement Plan base on Goal Question Metric to measure and evaluate to improve quality, team member productivity. Establish plan to get metric and measure values, how to get metrics from data.

## Scope

It describes measurements for Human Resource Management (HRM) project as product, progress, and team member in HRM group as productivity and effort.

## Definitions, Acronyms and Abbreviations

Definitions, Acronyms and Abbreviations: This subsection should provide the definitions of all terms, acronyms, and abbreviations required to properly interpret the Measurement Plan.  This information may be provided by reference to the project Glossary

## References

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## Overview

Measurement plan document include Goal Question Metric and where collect data, threshold of metric

# Goal Question Metric (GQM):

The goals of measurement program relate:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Goal** | **Question** | **Metric** | **Source of data** | **Threshold** |
| Keep schedule is not delayed more than 10% higher than planned | What is the schedule status? | Percentage of  actual completed task per  estimation / 2 weeks  Actual complete/ Plane complete | Detail Plan | [-20,20]%  More 20% is far more plane, it is good but we must consider about estimate to estimate more accurate.  Less 20% is later than plan, we must pay more effort and control it to it is not exceed more |
| Keep productivity above 80% | How much time did take to complete a task? | Time to complete a weekly task/ 2 weeks  Percent complete a task | Effort log  Measurement | [0,10]%  [-10,0] |
| Increase quality | Does product satisfy qualities which identified? | Number of satisfied quality / Total quality | Architect Driver |  |
| Improve customer satisfaction | Do customers have satisfy with attitude of develop team? | Mark point / Total point | Survey | [-20,0]% |
| Do customers have satisfied with product? | Mark point / Total point | Survey | [-20,0]% |

# Metric

|  |  |  |
| --- | --- | --- |
| Percentage of  actual task complete per estimated/2 weeks | Description | Percent of complete a task per percent which estimated for that task in a |
| Source of data | Detail Plan |
| Frequency | 2 weeks |
| Measure database |  |
| Counting rule | Actual complete: time for spend a task  Plan complete: estimate for spend a task  Only count how much time to spend for this task and works relate this task, don’t count time to relax or doing other works for other task.  Percent actual task complete: base on Task Assignment in Dropbox  Percent estimate: get from Detail Plan, %work complete based on (Actual Finish – Start)( Plan Finish – Start) /100% |
| The condition to have metric | Must have Task Assignment in Dropbox and Detail Plan |
| Reason to choose this metric | We can track progress on time or delay, task delay |
| Time to complete a weekly task/ 2 weeks | Description | Time spent for a complete task per 2 weeks compare with every team member |
| Source of data | Effort Log  Task assignment  Detail Plan |
| Counting rule | Completed task, not include review and update |
| The condition to have metric | That task for measure must complete and that task must have estimated for it |
| Reason to choose this metric | To know effort which person spent for a task faster or slower than time estimate for that task |
| Number of satisfied quality / Total quality | Description | Quality attributes which identified in Architect |
| Source of data | Architecture Driver |
| Counting rule | Number of quality attribute complete |
| The condition to have metric | Product must deliver |
| Reason to choose this metric | Can identify product satisfy quality attributes |
| Mark point / Total point | Description | Mark point which customers choose from survey. |
| Source of data | Survey |
| Counting rule | Result of survey |
| The condition to have metric | Customer must choose and rise for every question. Questions base on quality of product as performance, usability… |
| Reason to choose this metric | To know satisfaction’s customer through surveys |

# Annexes

[Computation methods, tables for estimates, detailed procedure, as appropriate.]