



Master of Science in Quantitative Management: Health Analytics

Productivity

Productivity

$$\text{Productivity} = \frac{\text{Output}}{\text{Input}}$$

Peter Drucker

- Doing things right
- Doing the right things

Productivity

Why measure?

Productivity

Must be careful in what we measure, and
how we measure it.

Because:

"What gets measured, get's done!"

What to Measure

- Must reflect what the organization wants to improve
- Must represent something that is controllable by the people being measure.
- Must ask: How can an individual improve the measure while hurting the organization?

What to Measure

Need a set of measures:

- performance
- market
- quality

Not too large a set.

When measuring

Human decision-making biases

Group Exercise

Discuss measures and share experiences. Identify:

- Example of "What gets measured, gets done."
- Examples of effective/ineffective set of measures.

Designate group member(s) to share best example(s) when we return to the Main Session. (10 minutes)