

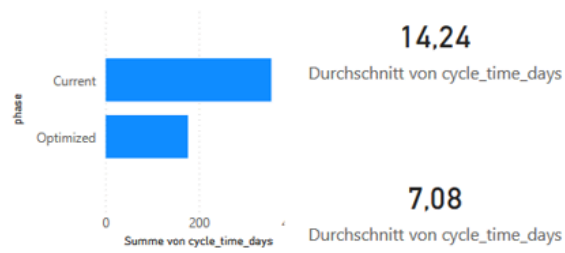
KPI Dashboard

Success will be measured against the following KPIs. Baseline metrics are estimated from current state analysis.

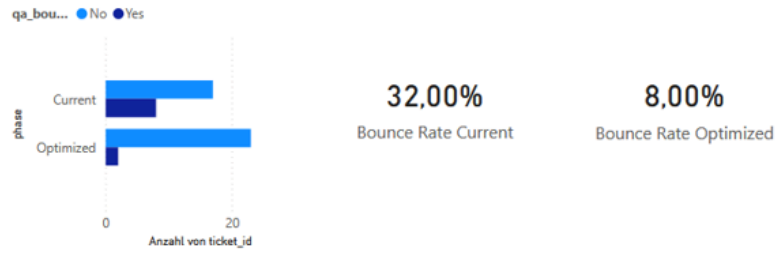
KPI	Baseline (Current)	Target (Post-Implementation)	Measurement Method
End-to-end cycle time	14 days	7 days	Jira ticket timestamps
QA bounce-back rate	30%	<10%	QA rejection tracking
Customer status inquiries	3 per ticket	0	Support ticket volume
Deployment frequency	Ad-hoc (weekly avg)	On-demand	CI/CD pipeline logs

PowerBI dashboard (one of multiple):

Summe von cycle_time_days nach phase



Anzahl von ticket_id nach phase und qa_bounced



Anzahl von ticket_id nach cycle_time_days und phase

