

Defining Success Metrics



Objective

Develop a comprehensive plan to define, measure, and monitor success metrics for the Mango Oasis app, ensuring it provides accurate, helpful, and unbiased responses to customers interested in mango-related products.

Selected Metrics

Metric	Description	Target Value
Context Precision	Measure the accuracy of the app in retrieving relevant information related to customer inquiries about mangoes.	92% or higher
Faithfulness	Assess how accurately the app's responses reflect factual data and customer intent	95% or higher
Recipe Accuracy	Measure the percentage of app responses that provide accurate and relevant mango recipes	90% or higher
Variety Coverage	Measure the percentage of app responses that mention at least three different mango varieties	85% or higher
Bias	Monitor for any gender, racial, political, or geographical biases in the app's responses	0% bias

[I selected a range of metrics that cover both retrieval and generation aspects, ensuring a comprehensive evaluation of the app's performance.]

Measurement and Target Values

- Context precision: Measure the percentage of relevant responses to customer inquiries.
- Faithfulness: Measure the percentage of responses that accurately reflect the customer's intent.
- Mango Recipe Accuracy: Measure the percentage of accurate mango recipes provided.
- Mango Variety Coverage: Measure the percentage of responses mentioning at least three different mango varieties.
- Bias: Implement checks to ensure no subgroup of users receives biased information.

[I adapted metrics specifically for the mango-related use case, such as Mango Recipe Accuracy and Mango Variety Coverage.]

Monitoring and Iteration

- Continuously monitor metrics through customer feedback surveys, data analytics tools, and regular performance reviews.
- Use A/B testing to explore different strategies for response generation, aiming to enhance metric outcomes and reduce biases.

[I outlined a clear plan for continuous monitoring and improvement, including customer feedback surveys, data analytics tools, and A/B testing.]

- Make adjustments based on ongoing evaluation to ensure the app adapts to new information and maintains high standards of performance and fairness.

[I emphasized the importance of monitoring and iterating on bias metrics to ensure fairness and equity in the app's responses]