

Categories of Performance Measures

Quality

Accuracy

The degree to which an accomplishment matches a model without errors of omission or commission

Class

Comparative superiority of an accomplishment, beyond mere accuracy. Several kinds of units may be used to measure *class*: 1) market value, 2) judgment points (formal or informal), 3) physical measures, 4) opinion ratings. Each of these measures of class can have its usefulness, but the definition of class is inherent in the method of measurement adopted.

Innovation/Novelty

Inventors, artists, and designers often strive to achieve this.

Quality Combinations

Sometimes, quality is clearly the product of more than one quality requirement. If any one requirement is missing, quality is zero.

Quantity (or Productivity)

Rate

This is the most common measure of productivity.

Timeliness

This applies when time, not amount, is the key consideration.

Volume

This applies when amount is important but is not time-sensitive.

Cost

Labor

The amount expended on purchasing all the necessary labor to make an accomplishment, including direct overhead, benefits, wages, insurance, and taxes.

Material

All material costs required to make an accomplishment, including supplies, tools, space, and energy.

Management

Supervisory and administrative costs associated with an accomplishment.

Human Reaction

Customers

Physical, psychological, and emotional responses to services and products (singular and cumulative).

Employees

Physical, psychological, and emotional responses to events (singular and cumulative).