

STARTER KIT

Efficiency Metrics

Efficiency defined is “the (often measurable) ability to avoid wasting materials, energy, efforts, money, and time in doing something or in producing a desired result.” Put more simply, efficiency is doing as much as you can... as well as you can.

Today, more than ever, businesses are asking themselves how they can do more... even better. Now is the time to take a moment to consider new ways of fostering efficiency throughout your organization. We've put together this toolkit for you, whether you're a business with a disciplined metrics set or you are setting them up for the first time. Here are some helpful considerations as you continue your efficiency quest.

IDENTIFY YOUR UNIT

Every business has a unit. It's what begins or sustains the revenue cycle. Every company is creating something (maybe a few somethings), serving someone, doing something that keeps them in business. That's why we focus our workforce methodology and efficiency metrics around your unit.

Here are vertical-specific examples:

- **Manufacturing:** product
- **Distribution:** shipment or pallet
- **Services:** staffing role or tax return
- **Healthcare:** patient or procedure
- **Retail & Hospitality:** customer, meal, or item



CONSIDER THESE METRICS

Now that you've identified your unit, it will be easier to consider the metrics needed to increase the efficiency of that unit being produced. Metrics are quantifiable measures used to gauge performance or progress. Our goal is not only to identify your specific metrics that measure your unit, but to turn those metrics into actions. As you read through the list below, insert your own “unit” along the way.

A STARTER KIT OF PRODUCTIVITY AND EFFICIENCY METRICS



BE AWARE OF THESE TECHNICAL CHALLENGES

Deciding on the metrics is only part of your efficiency quest. Before you begin to implement new efficiency metrics, you'll need to determine what data you'll need to feed those metrics, where the data is located and how you will deliver the metrics across your organization. At analytic.li, we have a proven methodology to guide our customers through this process to avoid the technical challenges of identifying, aggregating, cleansing and delivering the data for all users. We recommend you consider these important steps.



INVENTORY YOUR SYSTEMS

Identify the systems you'll need to access data and work with your technical resources to find the easiest and quickest way to pull the data out. A pro tip: narrow the metrics you start with and it will narrow your data scope.



CONSIDER HOW DATA IS GROUPED

Your data will need to talk. As you plan to build your metrics, you must first understand their connection, how they relate, and whether they can be connected despite being from multiple systems. Then you can think about how to group your metrics to make sense to your audience – by business unit, manager, product, customer, line, location etc.



THINK ABOUT HOW TO DELIVER

To ensure metrics are adopted and well utilized, think about how you can deliver and update people in the most convenient and user-friendly way possible. If your managers are supervisors are actively moving across the floor, they won't have time to review dashboards... think alerts!

MAKE IT MEANINGFUL

Useful metrics become the **single source of truth** that facilitate and streamline cross-organization decision making. Since you've selected metrics that are most closely aligned with your critical business objectives, your audience will be more likely to use them.

RIGHT PEOPLE	RIGHT LANGUAGE	RIGHT TIME	RIGHT AMOUNT
Make sure all the right people receive the right metrics and information in a timely manner – before they need to make an informed decision.	Convert each metric into the language and context that your audience uses in their job day-to-day in order for them to make sense of those metrics and act faster.	Supply your operational managers and supervisors with updated metrics throughout the day. The timeliness of data is critical.	Prune your metrics to provide more focus. Avoid the data bloat – if you try to measure everything, you measure nothing.

WHY WE CAN HELP

analytic.li is a workforce optimization solution that increases decision velocity for employers driving productivity and improving employees' work experience. Employers can act faster on combined labor, operations, human resources and finance data, and access insights organization-wide through our natural language processing capability of Ask analytic.li, dashboards, and alerts.