

# What are these things called Metrics?

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Metrics are a key ingredient of Lean Six Sigma projects. They measure a performance of a key process such as On Time Delivery, Test Yields, Supplier Performance, Escaping Defects, Scrap, Defects per Unit, etc.

## **“What gets measured gets improved”**

All customer critical processes should have a metric to measure its performance. The metric will allow us to determine if a process is in control and if we need to take action.

Metrics are displayed using the 4-Quadrant format. The 4-Quadrant format is a four-panel display:

<i>Measurement Trend vs. Target</i>	<i>Pareto Analysis</i>
<i>Problem Analysis</i>	<i>Corrective Actions</i>

**Measurement Trend vs. Target-** Determines how the process is performing

**Pareto Analysis-** The priority of problems- Actions are focused on those problems that make the biggest impact on the trend.

**Problem Analysis-** Why the item is a problem or the “Cause” of the problem.

**Corrective Action-** The steps that will be taken to remove the cause of the problem identified in the problem analysis. The actionee and completion dates are also listed.

The diagram below illustrates the 4-Quadrant format for metrics.

