

2017 example metrics

Type of measure	What is the specific issue?	What is the impact of the issue?	Proposed measurable LN intervention	How will this be measured?	What will it look like?
People e.g. Career pathways	Staff not stepping up to roles with increased responsibility	<ul style="list-style-type: none"> • HR cost of filling roles • Staff skill sets not fully utilised • Disgruntled staff and high turnover 	Group project and presentation – increase in ability and confidence to apply for internal promotion	Number of successful internal applications /number of vacancies (pre and post programme)	<ul style="list-style-type: none"> • Higher rates of internal recruitment • Career pathway developed and shared with staff
e.g. Innovation	Lunchroom suggestion box not used by staff	Innovation only coming from ‘top down’ even though waged staff have ideas	Through group projects, suggestions are explored and problems are matched with solutions – can be linked to \$ saved or made	<ul style="list-style-type: none"> • Number of suggestions in box pre and post programme • Supervisor observations 	<ul style="list-style-type: none"> • Suggestions are shared and implemented with company support • Post training – keep project groups intact to ensure on-going success
Processes e.g. Quality processes	Lack of shared understanding of quality (e.g. hi viz not always worn on manufacturing floor)	Need for constant reiteration of quality rules	Development of key communication strategies, e.g. clarification techniques	<ul style="list-style-type: none"> • Number of quality control issues reported (track before, during and post programme) • Supervisor observations 	<ul style="list-style-type: none"> • Fewer lapses in quality control • Greater adherence to critical control measures • Quality seen as everyone’s responsibility
e.g. Compliance	Records not being kept or incomplete	<ul style="list-style-type: none"> • Time wasted with leading hands always taking responsibility for writing • Audit issues when forms completed incorrectly or not at all 	Choose one or two high frequency forms and teach language to ensure all participants can complete their part unsupervised	Correctly completed xx forms/number of xx forms completed (track before, during and post programme)	<ul style="list-style-type: none"> • Less reliance on leading hands to complete all paperwork • Accurate and timely compliance paperwork
Customer e.g. Customer satisfaction	Customer satisfaction compromised due to lack of focus on customer needs	<ul style="list-style-type: none"> • Customers unhappy – spreading the word in a bad way • Customers not returning; lower/unreliable turnover each week 	Focus on listening skills e.g.: <ul style="list-style-type: none"> • awareness of different purposes for speaking • listen for the gist or for specific information 	<ul style="list-style-type: none"> • Monitor number of customer complaints • Supervisor observations 	Higher turnover and more repeat business
e.g. Client relationships	Client handover notes not completed accurately	<ul style="list-style-type: none"> • Clients do not receive optimal care • Time wasted with unnecessary questions and re-writing of notes 	<ul style="list-style-type: none"> • Develop the use of: <ul style="list-style-type: none"> ○ simple of planning strategies ○ effective sentence structure • Rehearse appropriate vocab for handover notes 	<ul style="list-style-type: none"> • Monitor client complaints • Supervisor observations 	<ul style="list-style-type: none"> • Improved work practices enhance client safety • Enhanced organisation reputation in contract negotiations
Financial e.g. Operating efficiency	Downtime with machines	Direct cost to company of time and money as productivity is compromised	Focus on communication of issues and methods of solving problems	Choose one area of concern and measure downtime pre, during and post-programme	Production demands met within current workforce hours
e.g. Waste management	Too much waste caused by over ordering and over use of raw materials	Increased cost to the company and profit margin is affected	Focus on numeracy underpinning ordering levels, quantities, timing and waste management	Track ordering and waste levels pre, during and post-programme	<ul style="list-style-type: none"> • Better bottom line • Enhanced company reputation re environmental footprint