

# Measuring What Matters

Creating key performance indicators will help you monitor the vital signs of your business.

By Jason Minghini

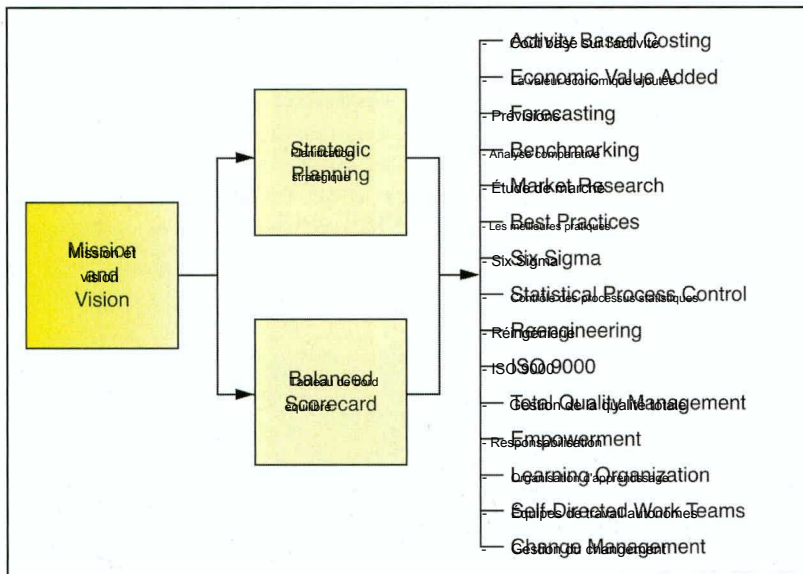


Figure 1. The Balanced Scorecard and The Big Picture



Figure 2. Key Performance Indicators (KPI) Board

**W**hat happens at your workplace when you demand a top performance? Do you see the headlights that shine on the things that are going right? Or do you get buried in a sea of data with a lot of green and red?

In each case, set a goal for a quarter or a year to quickly get the same type of data for your organization and depend on what is being done in the organization. If the numbers are good, the organization is doing well. If the numbers are bad, the organization is doing poorly. The numbers are not the end of the road, but they are a good indicator of what is going on. This leads to a loss of focus, and slows reaction time when issues arise.

For most organizations, it is not clear how performance is being measured. The processes are essential, but they are not being measured. The hospital industry is a good example of this. The hospital industry is a complex organization with thousands of employees and thousands of patients. The hospital industry is a complex organization with thousands of employees and thousands of patients. The hospital industry is a complex organization with thousands of employees and thousands of patients. The hospital industry is a complex organization with thousands of employees and thousands of patients.

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immediately before an injury or illness occurs.

One of the best methods for an organization to determine proper signa-l and assist in managing the cause of workplace injuries (see 2014 Report 992ap) is to conduct a risk assessment. This is a process that involves identifying and prioritizing the most significant risks and hazards. It is an absolute necessity for the safety of the organization and its employees that are absolutely critical to overall organizational health.

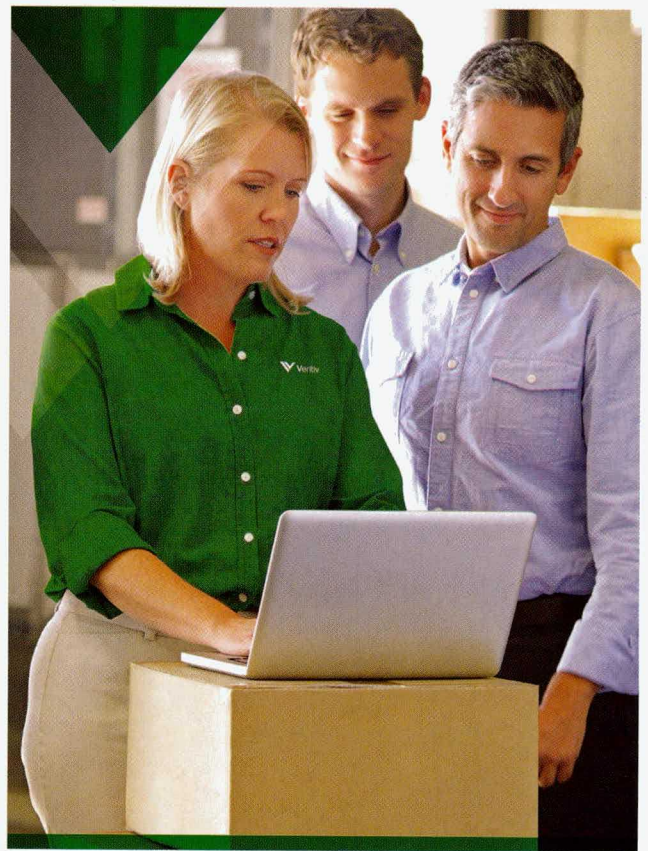
The next step is to determine what are the most important indicators of workplace safety. Quality of work life and safety are related concepts. A safe work environment is a prerequisite for high performance. As a result, safety and health are essential components of a high performing organization. Figure 1 shows the measures used to monitor the safety and health of the organization. Figure 1 shows the measures used to monitor the safety and health of the organization. The goals and key performance indicators should be cascaded down the organization so everyone is working toward the same outcome.

## Be SMART When You Set Goals

As important as it is to set goals, it is equally important to set them in a way that is achievable. It is important to set goals that are specific, measurable, achievable, relevant and timely (SMART). When you set goals, make sure they are SMART (specific, measurable, achievable, relevant and timely) criteria.

Another important step in organization analysis is to determine what are the most important indicators of workplace safety. Quality of work life and safety are related concepts. A safe work environment is a prerequisite for high performance. As a result, safety and health are essential components of a high performing organization. Figure 1 shows the measures used to monitor the safety and health of the organization. The goals and key performance indicators should be cascaded down the organization so everyone is working toward the same outcome.

For the most part, the most common indicators of workplace safety are the number of injuries and illnesses. These are the most common indicators of workplace safety. However, there are many other indicators that are equally important. These include lost work time, workers' compensation costs, and safety training hours. It's like trying to drive a car on a winding mountain road by



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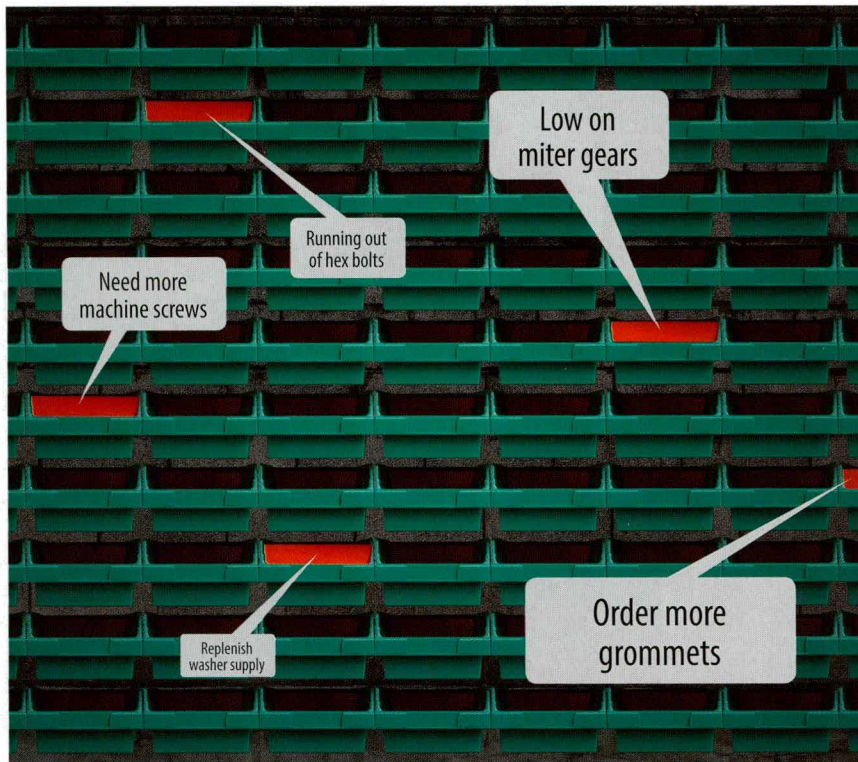
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legislation gains traction, it's a good sign that you're on the right track. Every organization has its own set of metrics, and it's important to track them. A dashboard can help you track key performance indicators (KPIs) and gain weeks or months of reaction time.

## All Eyes Should Be on the Prize

Every business has its own set of metrics, and it's important to track them. A dashboard can help you track key performance indicators (KPIs) and gain weeks or months of reaction time.

condition (measures) and the visibility of the dashboard (Figure 2). The dashboard can help you track key performance indicators (KPIs) and gain weeks or months of reaction time.



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