

Performance Measurement Matrix

Quantity

Quality

Effort

How much did we do?

How well did we do it?

of Customers Served

Customer Satisfaction

Activities

Retention Rates

Following Protocols

How productive?

Are we doing things right?

% / #
%

Effect

Skills / Knowledge

% Skills / Knowledge

Attitude / Opinion

% Attitude / Opinion

Behavior

% Behavior

Circumstance/Condition

% Circumstance/Condition

Is anyone better off?

Are we doing the right things?