

Work Performance Indicators

Improve your visibility with these five WPIs

There are five work performance indicators (WPIs) that, when combined, can give you a clearer view of what's happening inside your organization, revealing what you need to fix and where you're winning already.

PART 1: EVALUATE YOUR ORGANIZATION

Let's start with a quick, subjective evaluation to see where your organization stands today.

WORK PERFORMANCE INDICATOR (WPI)	CIRCLE ONE
MIX: Does the proportion of work allocated to RUN vs CHANGE/CREATE match your goals for the business?	 
CAPACITY: Does your organization have adequate bandwidth and resources?	 
VELOCITY: How frequently is work done in the time originally committed?	 
QUALITY: Are your team members satisfied with the quality of the work they're producing?	 
ENGAGEMENT: Do your team members understand their roles, believe they matter, and feel pride in the work?	 

Look at your particular combination of upward and downward arrows, and compare it to the examples on the facing page. Fill in the blanks below with an appropriate adjective for each WPI (weak, strong, poor, excellent, etc.). Then write your own interpretation of the results, in the style of the assessments at right.

We have: _____ **Mix**, _____ **Capacity**, _____ **Velocity**,
 _____ **Quality**, and _____ **Engagement**.

What it means: _____

PART 2: INTERPRET THE RESULTS

The following examples will help you understand how the five WPIs work together to help you see where you need to focus more time and attention.

<p>EXAMPLE #1: Let's say you have bad mix, low capacity, good velocity, high quality, and low engagement.</p> <p>WHAT IT MEANS: You have your best resources focused on the wrong work.</p>	
<p>EXAMPLE #2: You might also have great mix, available capacity, slow velocity, great quality and high engagement.</p> <p>WHAT IT MEANS: Your team is capable of producing better work, but processes are getting in your way.</p>	
<p>EXAMPLE #3: Or you could have a bad mix, great capacity, poor velocity, excellent quality, but poor engagement.</p> <p>WHAT IT MEANS: You need to work on your vision, and align your available talent and resources toward unified goals that are communicated clearly at all levels of the organization.</p>	

PART 3: IDENTIFY AND COMMUNICATE YOUR TOP TWO WPIs

Determine from the results above the **one** or **two** WPIs that offer the greatest opportunity for improvement, and use them to complete the following script. You now have the ability to make any executive's jaw drop as you illustrate the business impact of effectively measuring modern work.

Our two greatest opportunities to improve the way we work are in the areas of:

_____ and _____
(WPI) (WPI)

These improvements will have the following impact on the organization:

(Relate this response to your Vision Statement from Exercise #1.)

We'll accomplish these improvements by enacting these key initiatives:

KI-1: _____

KI-2: _____

KI-3: _____

(Refer back to Exercise #4 for help crafting your key initiatives.)