

Measuring ROI

Patrick Taggart and Jav
Mohammed



Session plan

- Cultural shift
- Managing the metrics
- ROI and commercial awareness



Stoney ground for fertile soil



Stoney ground

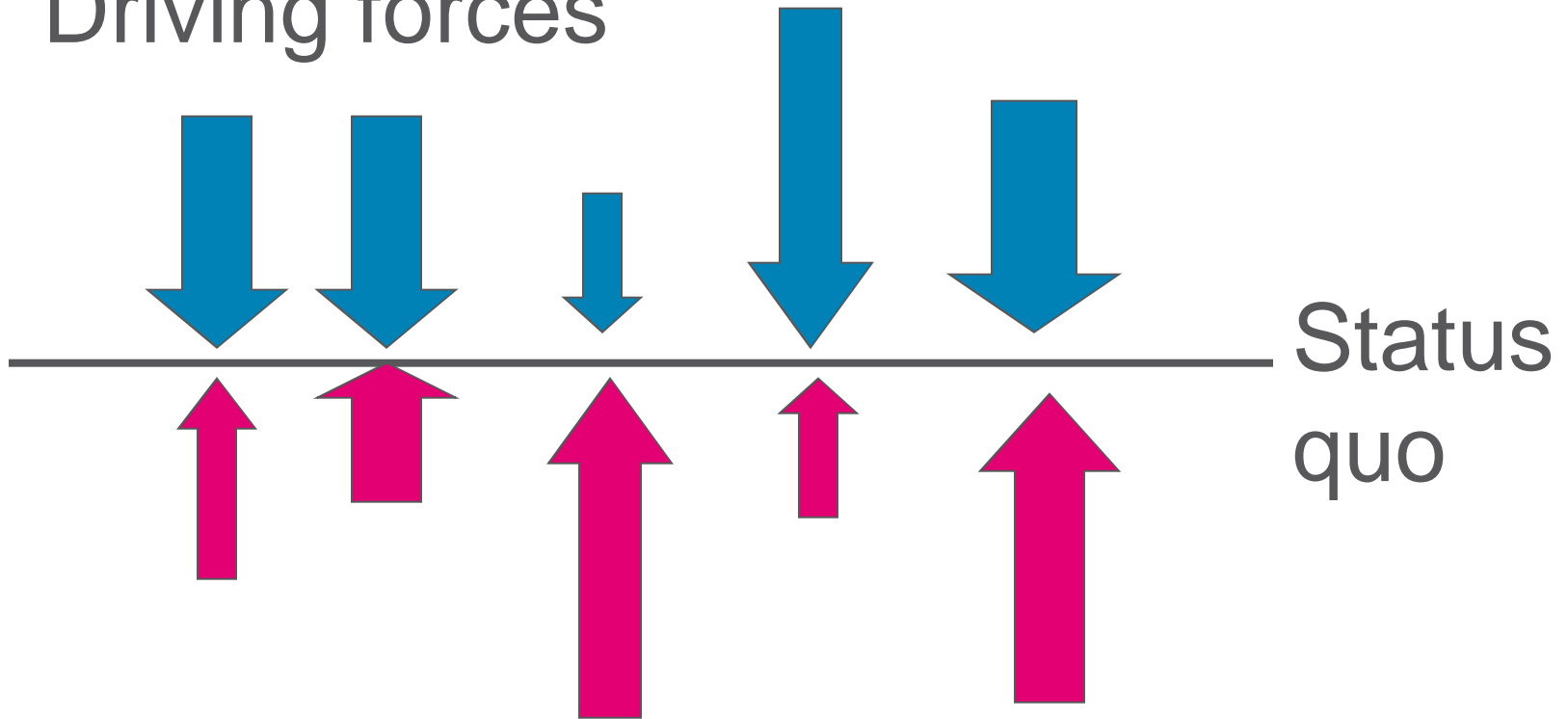


Fertile soil



Cultural shift

Driving forces



Resisting forces



Metrics

Organisation	Staff and team	Customer
Profitability	Turnover	Complaints
Costs per employee	Absence	Customer retention
Level of sales	Grievances	Customer loyalty
Productivity	Discipline	Lost customers
	EOS	



Hard vs soft data

- Completion rate
- Units produced
- Scrap
- Waste
- Rejects
- Grievances
- Complaints
- Absence
- Staff turnover
- Morale



ROI & commercial awareness

- Employees doing something after an intervention
- Reducing costs and/or Increasing revenue
- Metrics held with finance and or quality functions?
- Level of expectation?

