



Using Metrics to Influence Planning and Scheduling Behaviors

While many organizations have maintenance planning and scheduling individuals or groups, few measure the effectiveness of the function. Why is it that we want to measure anyway?

Improvement is one reason. For improvement, we need to know where we have been and hopefully, where we want to go. Another is that people like to get a score or feedback on how the organization sees their work. That said, while metrics reflect individual performance, the focus of metrics should be to identify issues with the business processes associated with the work and not the individual themselves. From the metrics, we can identify trends and patterns. Adding to that, consider: “What gets measured gets done. What gets celebrated, gets done well.”

What Metrics Do You Use?

Jeff Shiver, CMRP, CRL, CPMM, RCM2 Practitioner
Managing Principal