

Demistifying Quality Metric Calculation

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Demistifying Quality Metric Calculation

- **Background**
- **Quality Mgt Sys (QMS)**
- **ISO9001: 2001**

Demistifying Quality Metric Calculation

- Service Level Agreements (SLA)
- Metric – Quantitative Measurement method
- Target Resolution Times
- Services measured against defined Metrics

Demistifying Quality Metric Calculation

- Team-work approach
- Selected key SLA
- Divided into sub-tasks
- Relationships
- Analysed & Timed

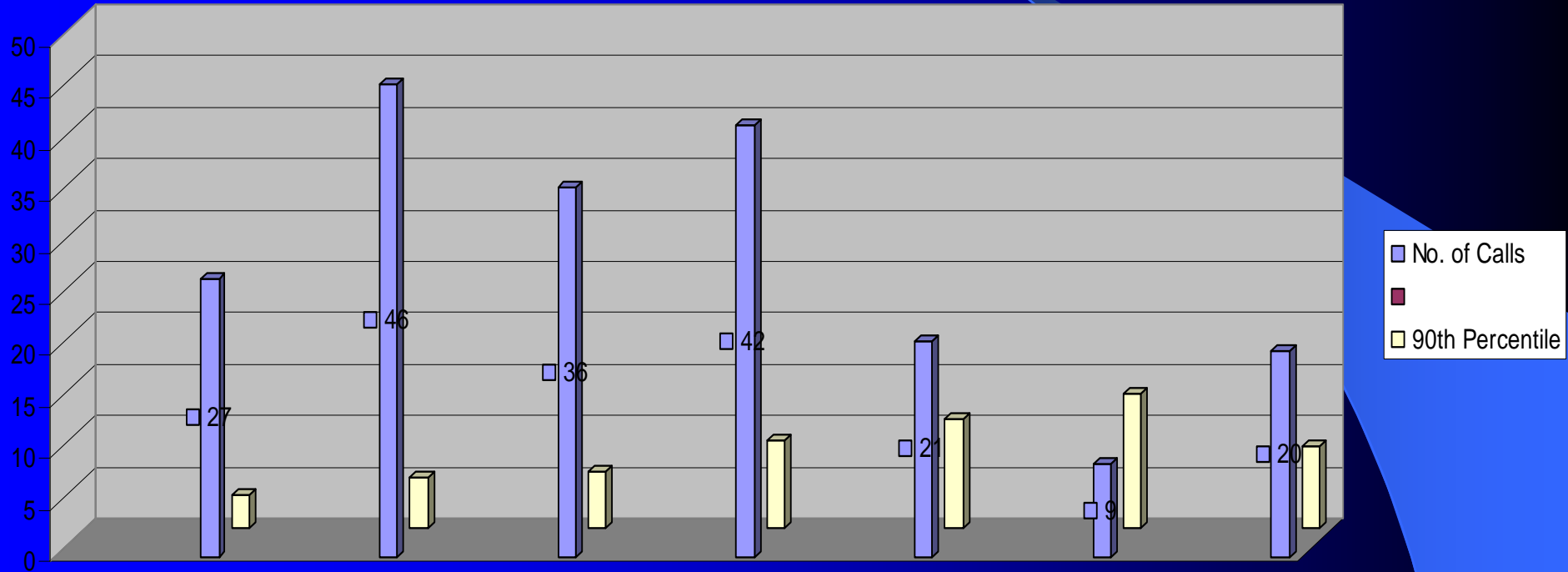
Demistifying Quality Metric Calculation

- Tested draft metrics
- Reviewed & Fine-tuned
- Adopted & Used

Demistifying Quality Metric Calculation

- Basis for other SLA metrics
- Business need
- Metrics range: 1 – 10 days

PC Installs



Demistifying Quality Metric Calculation

- Critical Elements:
- SLA owner(s) calculates metric
- Reality based
- Allow room for improvement
- Consistently achievable
- Review regularly

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- Thank You