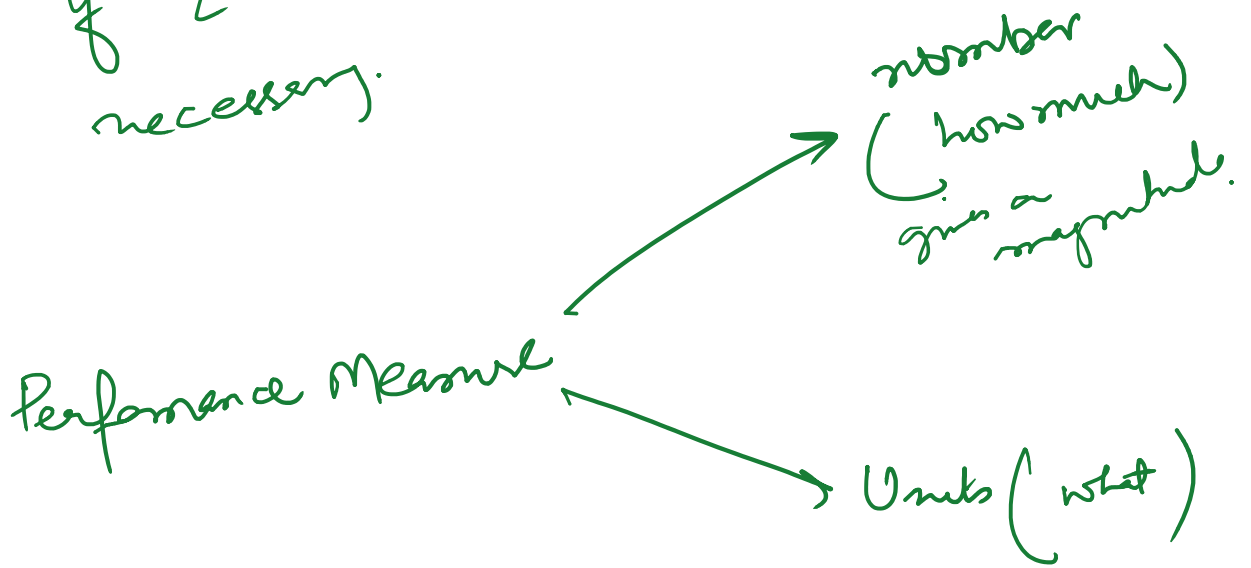




- if our customers are savvy
- if our processes are in statistical control
- if & where improvements are necessary.



Production activities . uses measure such as Inventory turn & defect / million, on time delivery

Services Activities uses measure such as billing error, sale / sq. feet, logistics

# Changes & Validity time.

## Essential elements of performance Measure

### 1. Objective

Performance measurement as used to achieve one or more than one of the following objectives.

- Establish base line measure & reveal trends.
- Determine which processes / activities need to be improved.
- helps to indicate gain or losses.
- To compare goals with actual performance of work / activities / process.
- This provide you an information for individual & team evaluation.
- manage by fact rather than gut feeling.

### 2. Typical Measurements

1. measured is frequently

What should be measured is frequently asked by manager & team.

### 3. Criteria

- criteria should be simple to measure
- it should be few in number.
- Criteria are developed by Users
- Relevant to customer
- 

### 4. Characteristics

Basic characteristic is used to measure the performance of particular process or function.

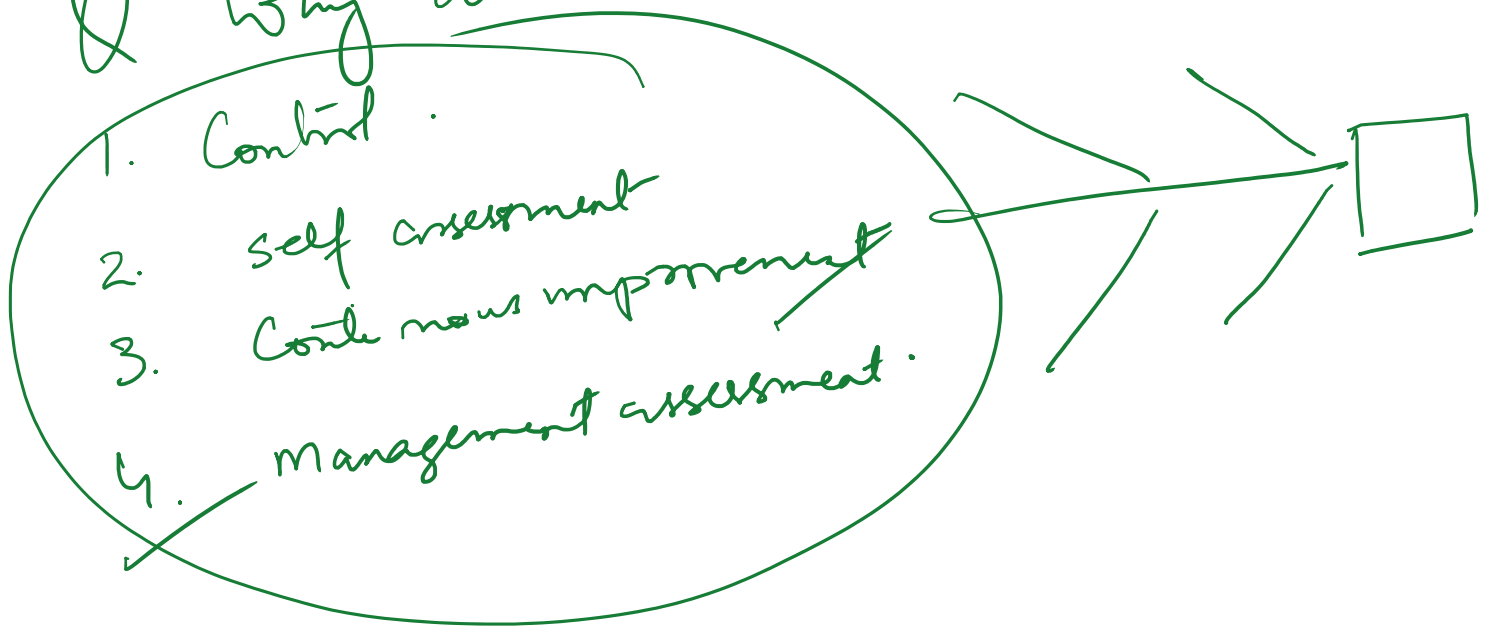
- Quantity : most common measure that is used in industries.

It refers to how many units a production or business processes.

- Cost - Amount of resources required to produce the product or services.

- Time : Cycle time , Throughput time  
Idle time — idle time  
worker idle time
- Accuracy : minimize no. of non conformance  
in the o/p.
- Aesthetics : how the products look, feel,  
sound, colour, taste, touch &  
is quite subjective.
- Services

Q Why do we need to measure?



Benefits of Measurement.

... measurement

- To monitor that there is complete alignment b/w goal of the company & vision.
- To identify whether is meeting customer requirement. How do we know that we are providing the services/product the our customer's require?
- To help us understand the company's process. i.e. To confirm what we know or reveal what we don't know. Do we know where the problem are?
- To ensure decision are based on fact, not on emotion. Are our decision based upon well documented facts or on intuition & gut feeling?
- To show where improvements need to be made. i.e. where can we do better? & how can we improve?  
→ show if improvements actually clear picture?

happened. Do we have

- To identify whether supplier's  
are meeting the company's  
requirements. Do our suppliers  
know if our requirements are being  
met?

## Malcolm Baldrige Award

Quality Excellence Framework  
Award

Q What is Baldrige Program?

1. It operates on PPP model.
  2. Baldrige program educate organization on performance excellence model.
- Developed in US. as Baldrige Performance excellence framework.

Purpose of Baldrige Program

quality

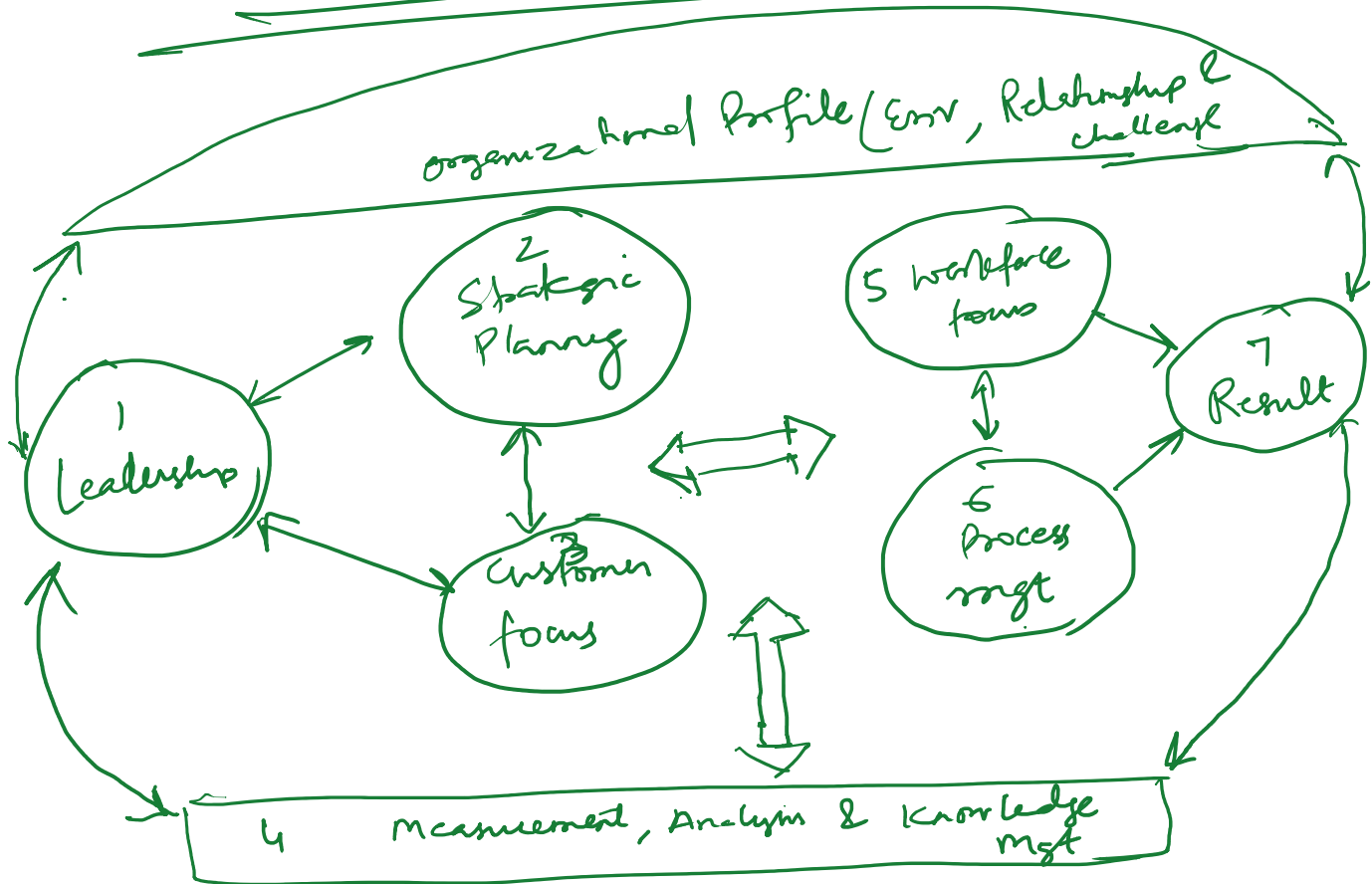
## Purpose of

- it enhance the competitiveness, quality & ~~productivity~~ productivity of the organization for the benefit of all citizens of this nation.
- It develops & disseminates evaluation criteria & manage the Malcolm Baldrige national quality award in close cooperation with private sector.
- It also provide global leadership in promoting performance excellence & in the learning & sharing of successful performance practices, principles & strategies

This name is Howard Malcolm Baldrige

# Building criteria

## Building Criteria framework



## Program Achievements

- They created a national & international standard for performance excellence.
- They produced role model.
- Shared best mgt. practices
- Award programme.
- education

— They established  
system.      outbreed      ca