Measurement Information Specification
Technical Performance Level

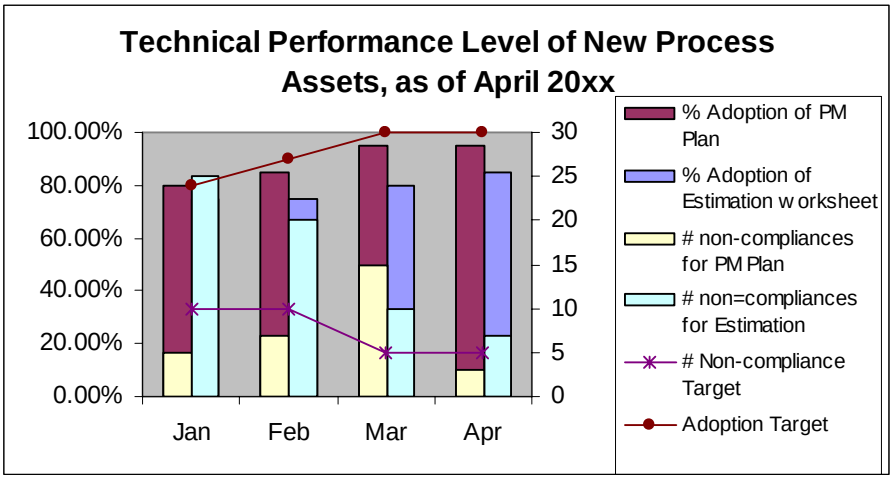
Information Need Description	
Information Need	How well does the process suit its users?
Information Category	Process Improvement Progress – Product Quality

Measurable Concept	
Measurable Concept	Functional Correctness

Entities and Attributes	
Relevant Entities	Process item (process, procedure, or other process asset)
Attributes	Typical attributes to monitor include: • level of adoption of the process item • frequency that tailoring is required • usability survey results • number of waivers issued • process audit findings (non-compliances) related to the material For sake of describing this specific measure, we use level of adoption and process audit findings

Base Measure Specification	
Base Measures	1. use of process item on a project 2. # of non-compliances for this item on a project
Measurement Methods	Reported by quality assurance staff during audit of a project, using a checklist of all process items being monitored
Type of Method	objective
Scale	1. yes/no 2. count of non-compliances
Type of Scale	1. nominal 2. ratio
Unit of Measurement	1. value (yes, no) 2. integer values

Derived Measure Specification	
Derived Measure	1. % using process item 2. Number of non-compliances
Measurement Function	1. For a given time period, sum number of users of each process item of interest across all active projects and divide by number of projects to get % using each item. 2. Sum count of non-compliances for each process item across all active projects.

Indicator Specification	
Indicator Description and Sample	
Analysis Model	As the processes are rolled out, there are likely to be some projects which cannot immediately adopt them, for various reasons – project already underway, project has committed to customer to use other processes, etc. Thus the initial adoption target may be less than 100%. As those barriers are removed, though, the target is raised, and progress is monitored to those targets. Adoption should reach the targets, if the process material is a good fit to its purpose. Non-compliances might exist initially, as teams adjust to the new process, but should gradually approach zero, if the item is a good fit.
Decision Criteria	If the adoption and compliance levels do not reach targets at the rate planned, further examination is warranted, perhaps through surveys or studying lessons learned.
Indicator Interpretation	In this case, it appears that the adoption is meeting its plan, though initially projects had difficulty with compliance.

Data Collection Procedure (for each Base Measure) *Complete this section for each base measure listed on the previous page.*	
Frequency of Data Collection	Each process audit of a project
Responsible Individual	Quality Assurance Staff
Phase or Activity in which Collected	Throughout the project
Tools Used in Data Collection	Audit checklists
Verification and Validation	Project team review of audit findings
Repository for Collected Data	Quality Assurance audit data repository

Data Analysis Procedure (for each Indicator)	
Frequency of Data Reporting	Monthly
Responsible Individual	Process improvement team leaders
Phase or Activity in which Analyzed	Throughout deployment; may be useful to monitor for first year of use on significant process items.
Source of Data for Analysis	Quality Assurance data
Tools Used in Analysis	Excel or other measurement tools
Review, Report, or User	Management teams Process improvement group

Additional Information	
Additional Analysis Guidance	This measure addresses how well the process material developed by the process improvement effort fits the needs of the people who will use it, that is, how widely the material is used on a regular basis in their work. If there is a need to adapt or tailor the material, it is an indication of inadequate fit to the intended function.
Implementation Considerations	Regular audits need to be done, in order to get useful data on a timely basis