



Metrics You Should Use (but Don't)

@catswetel at #GOTOpia

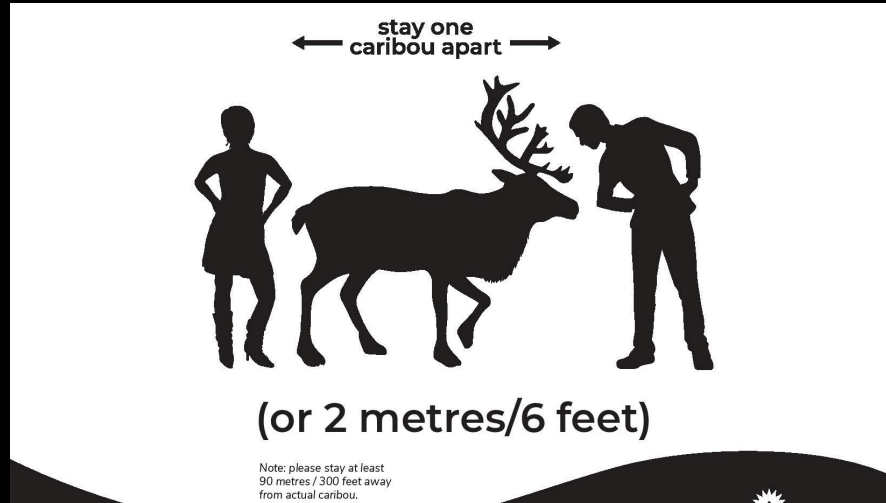
← stay one
caribou apart →



(or 2 metres/6 feet)

Note: please stay at least
90 metres / 300 feet away
from actual caribou.





Sensitivities Options Decisions



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Time in Process

Units of time per unit of work

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TIME IN PROCESS SCATTER PLOT

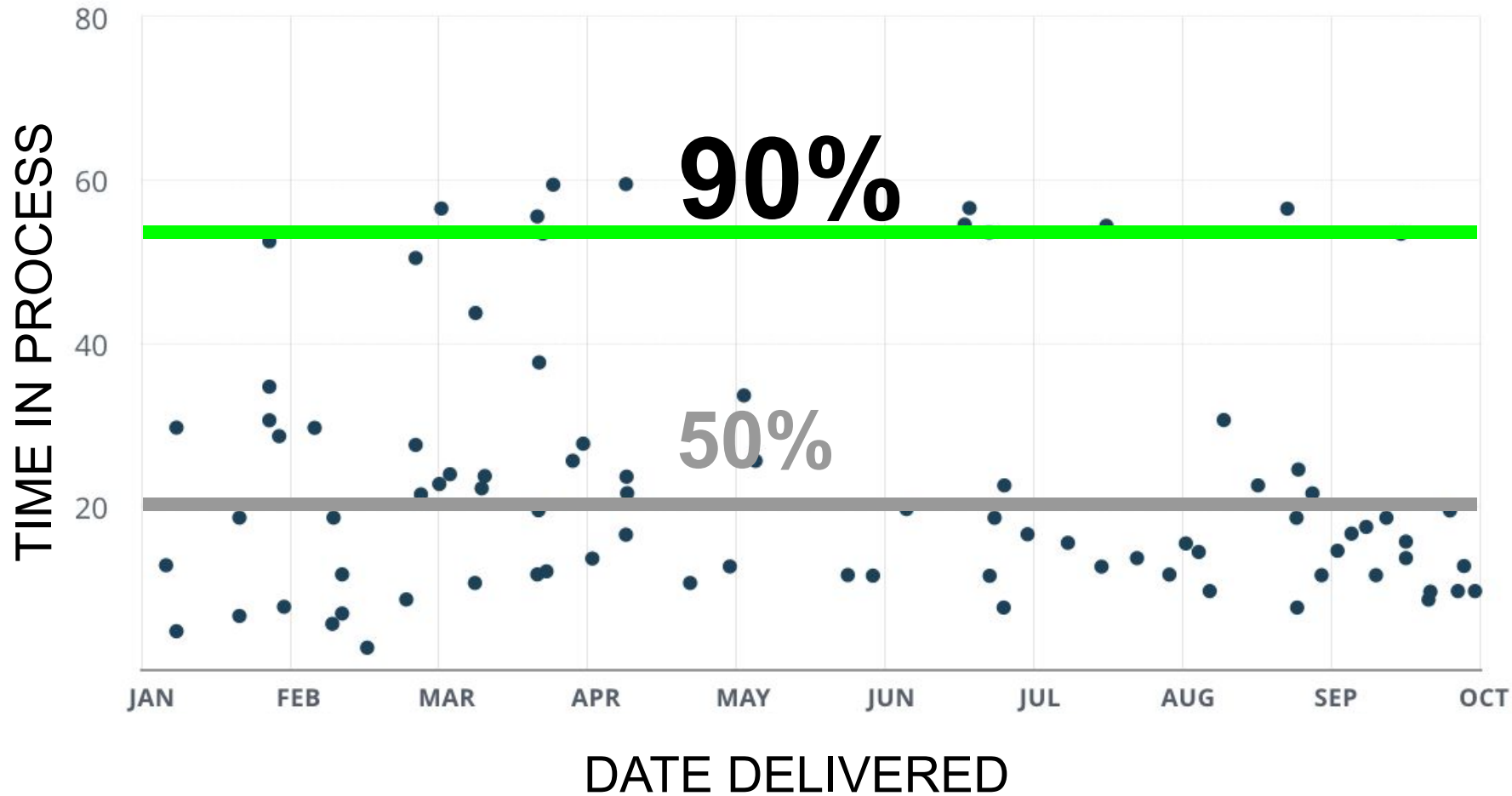
DATE DELIVERED

Continuous improvement?
You need trends.

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TIME IN PROCESS SCATTER PLOT

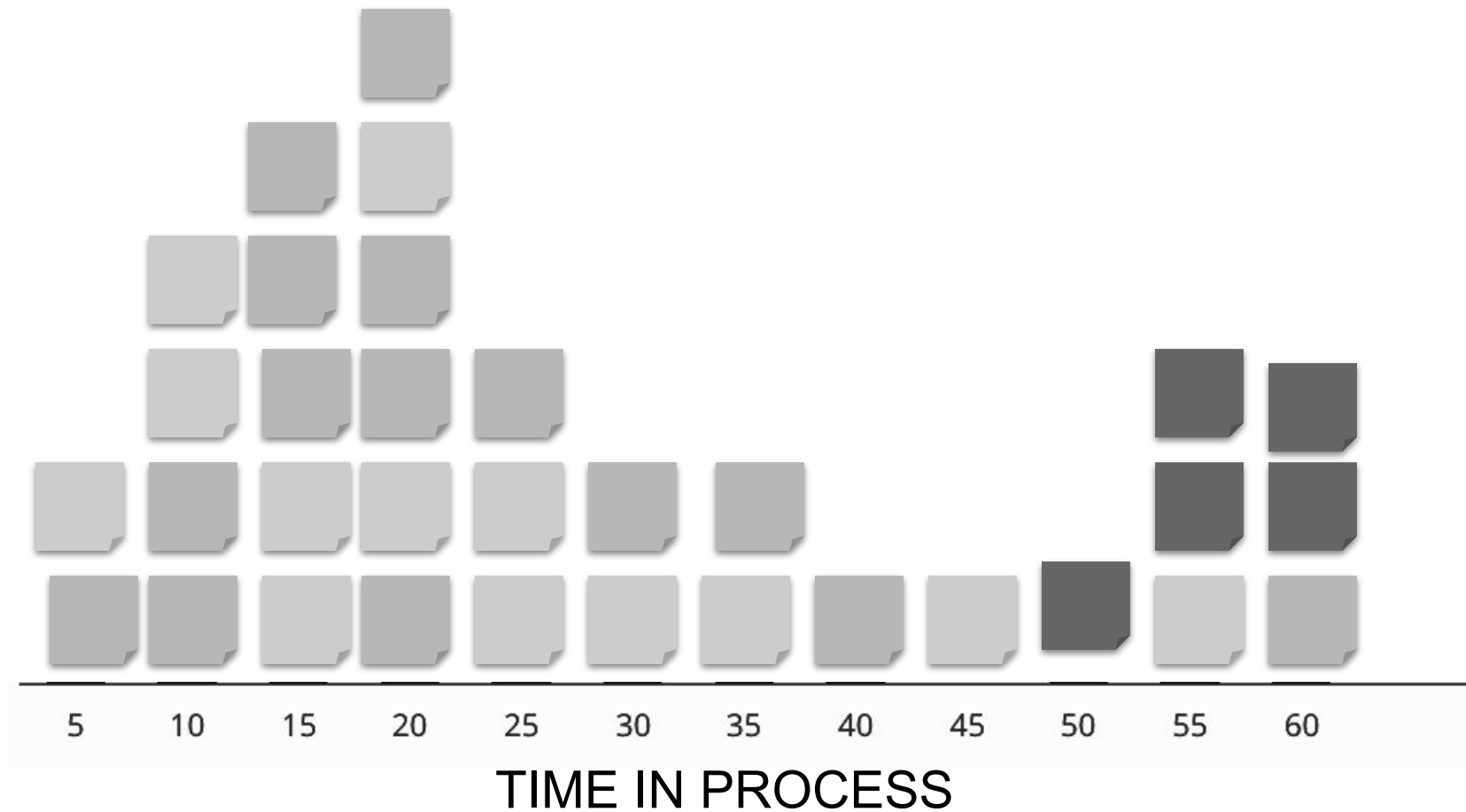
DATE DELIVERED

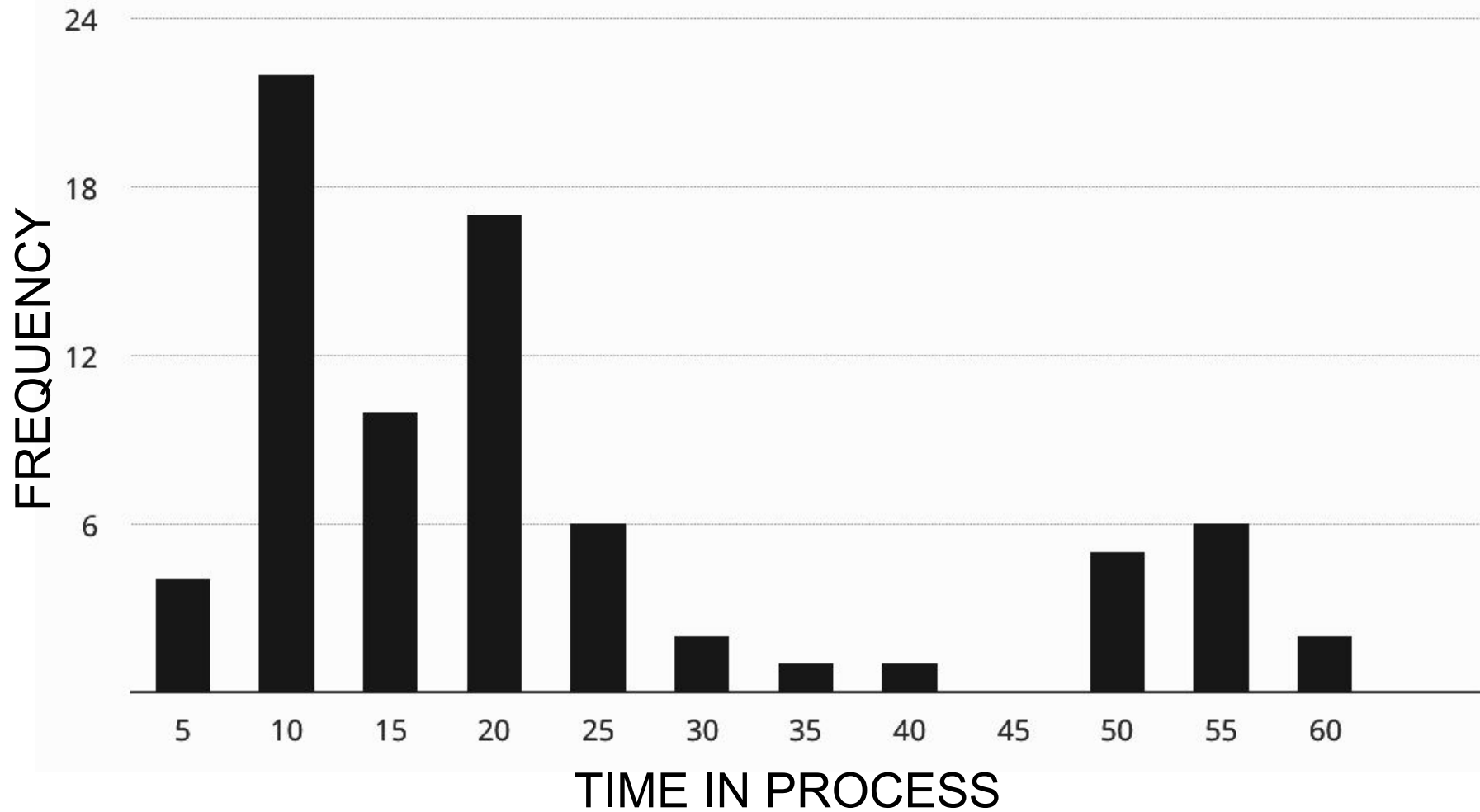




Why
probability?

FREQUENCY







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**WEIBULL
DISTRIBUTION
....maybe?**

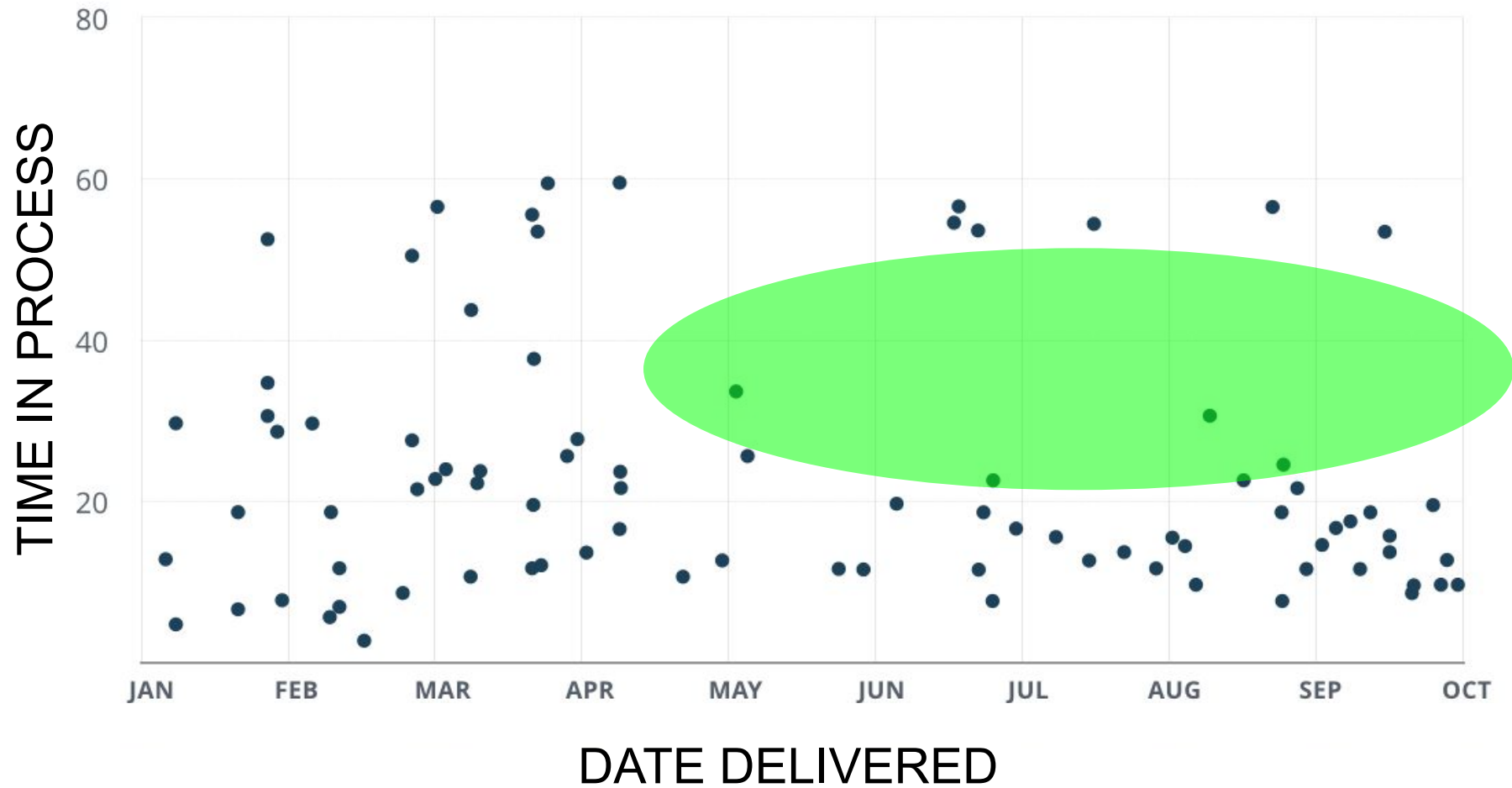
**Definitely not
normal.**

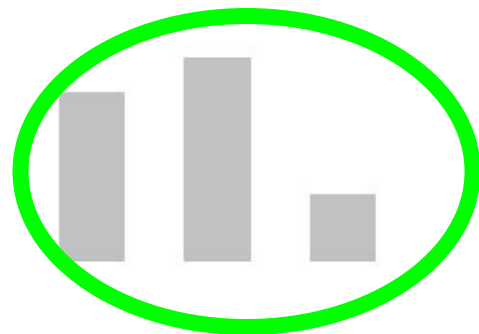
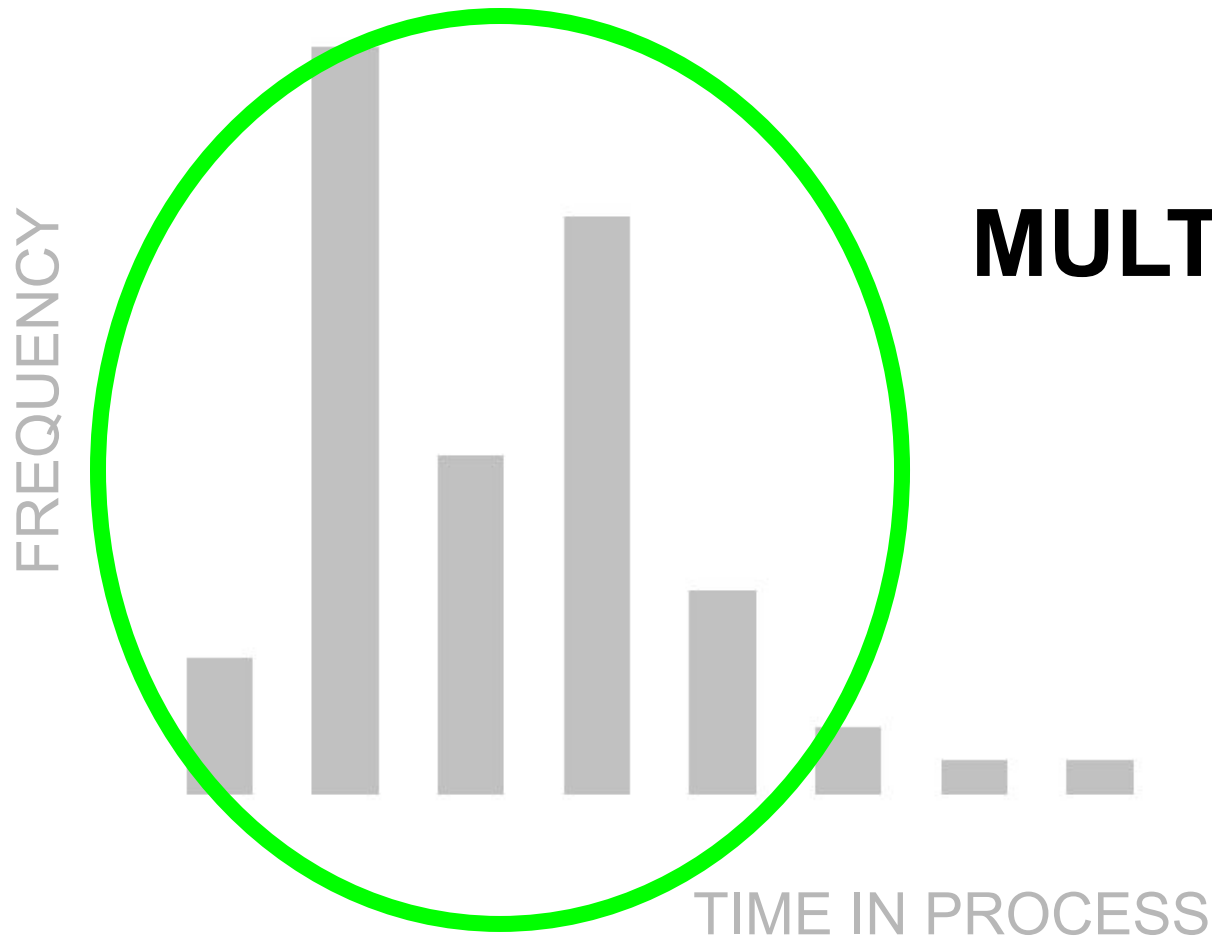
Stop trying to make
everything normal

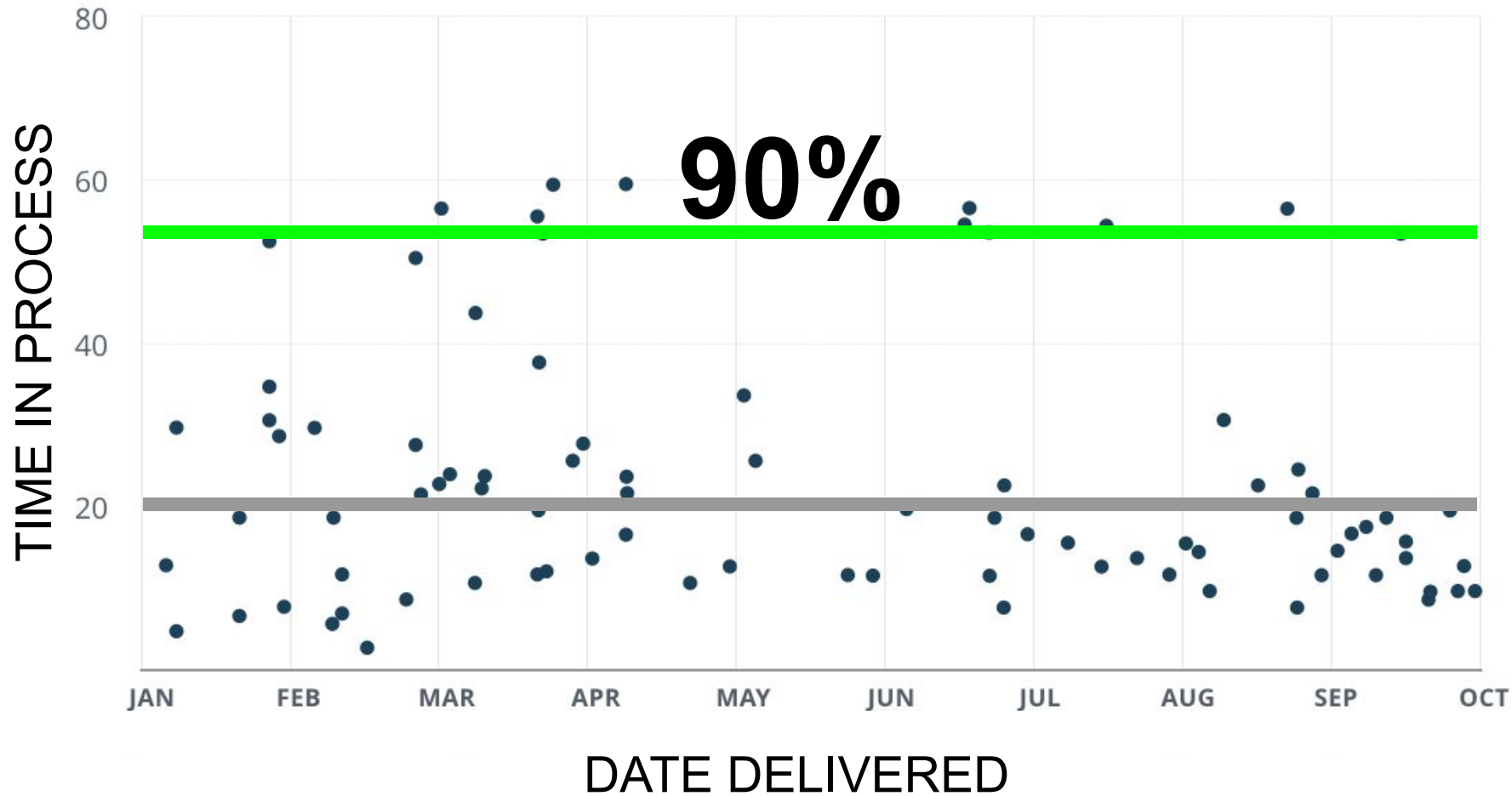
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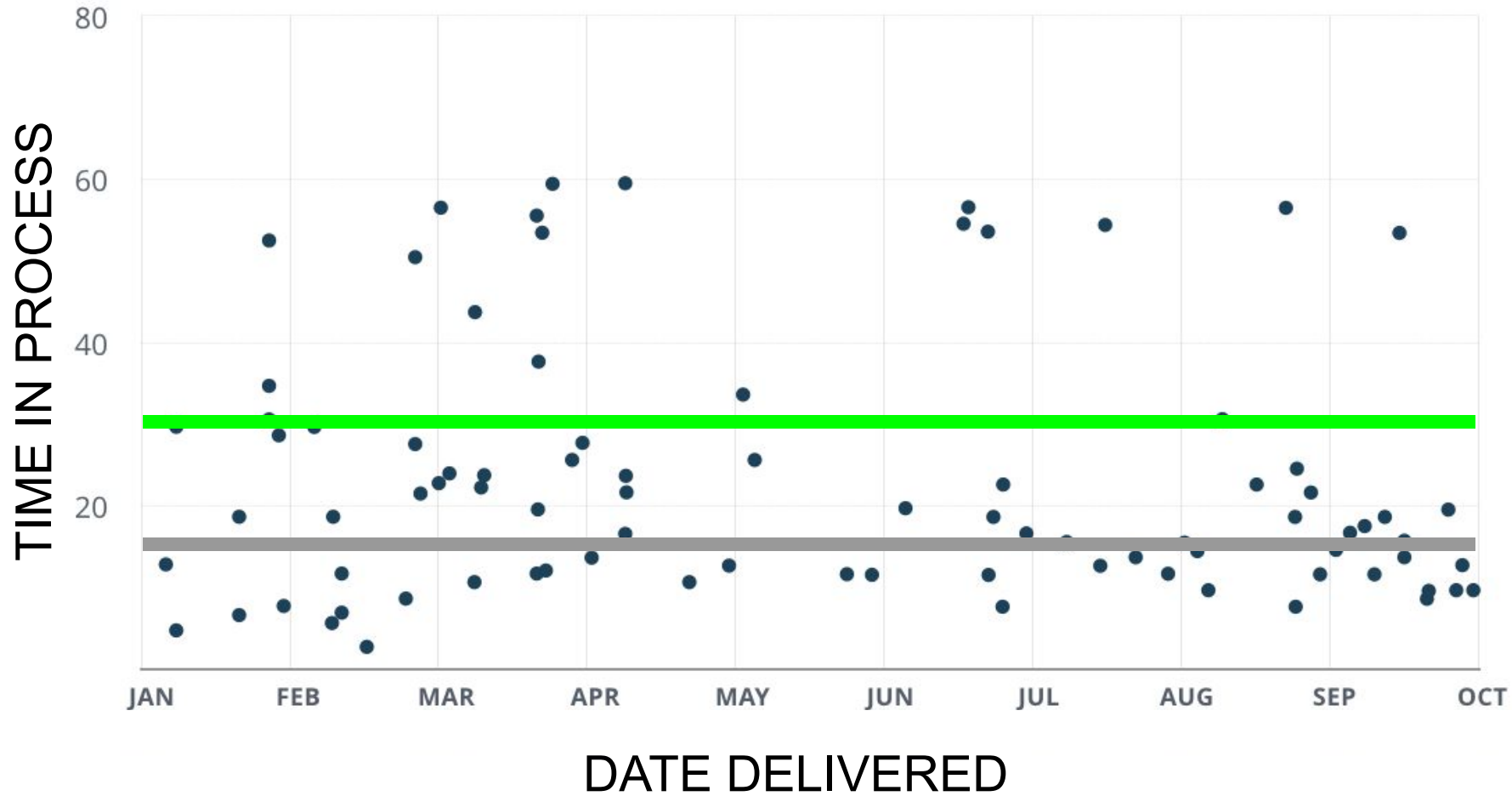
Tell me a story...



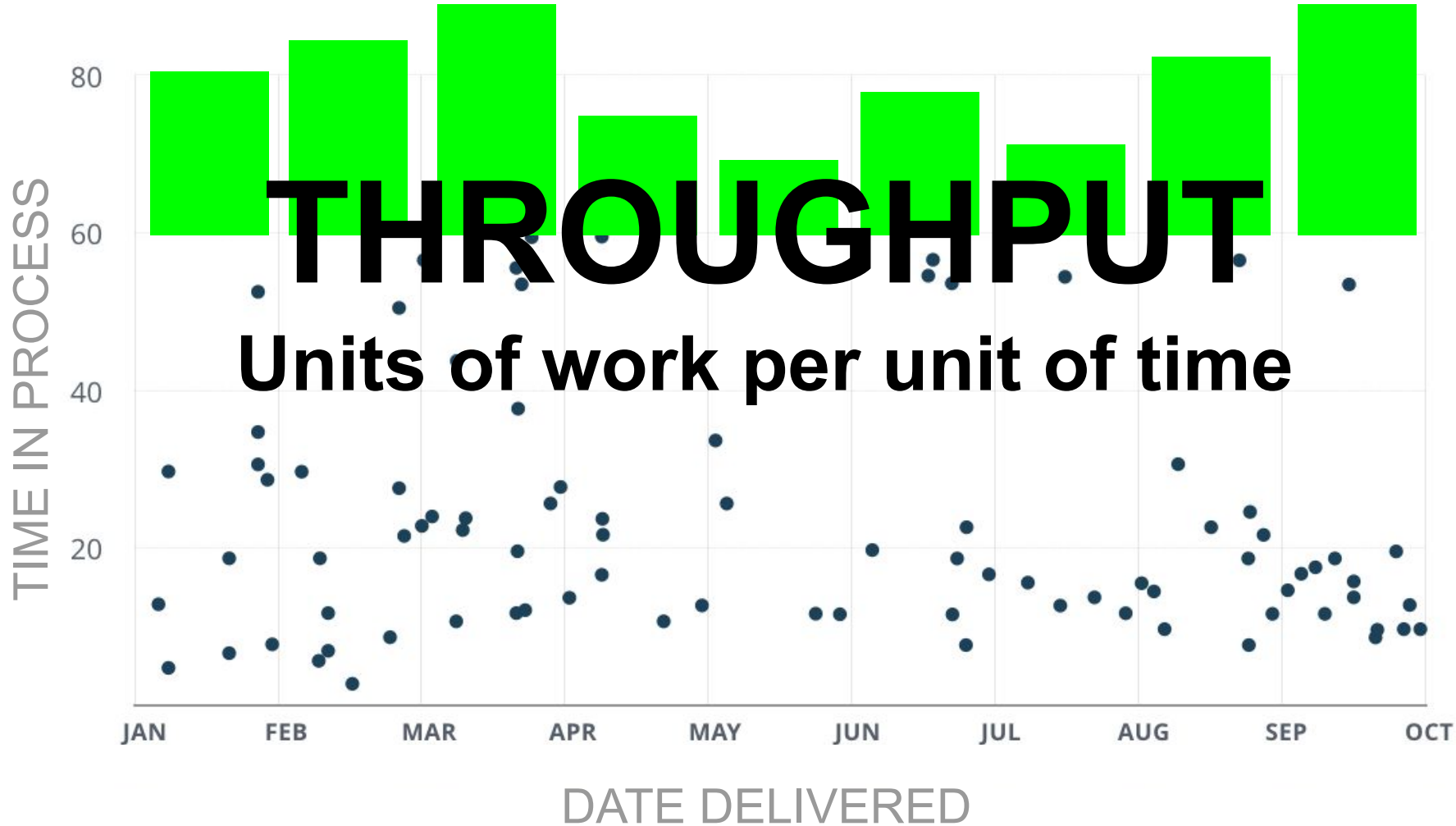


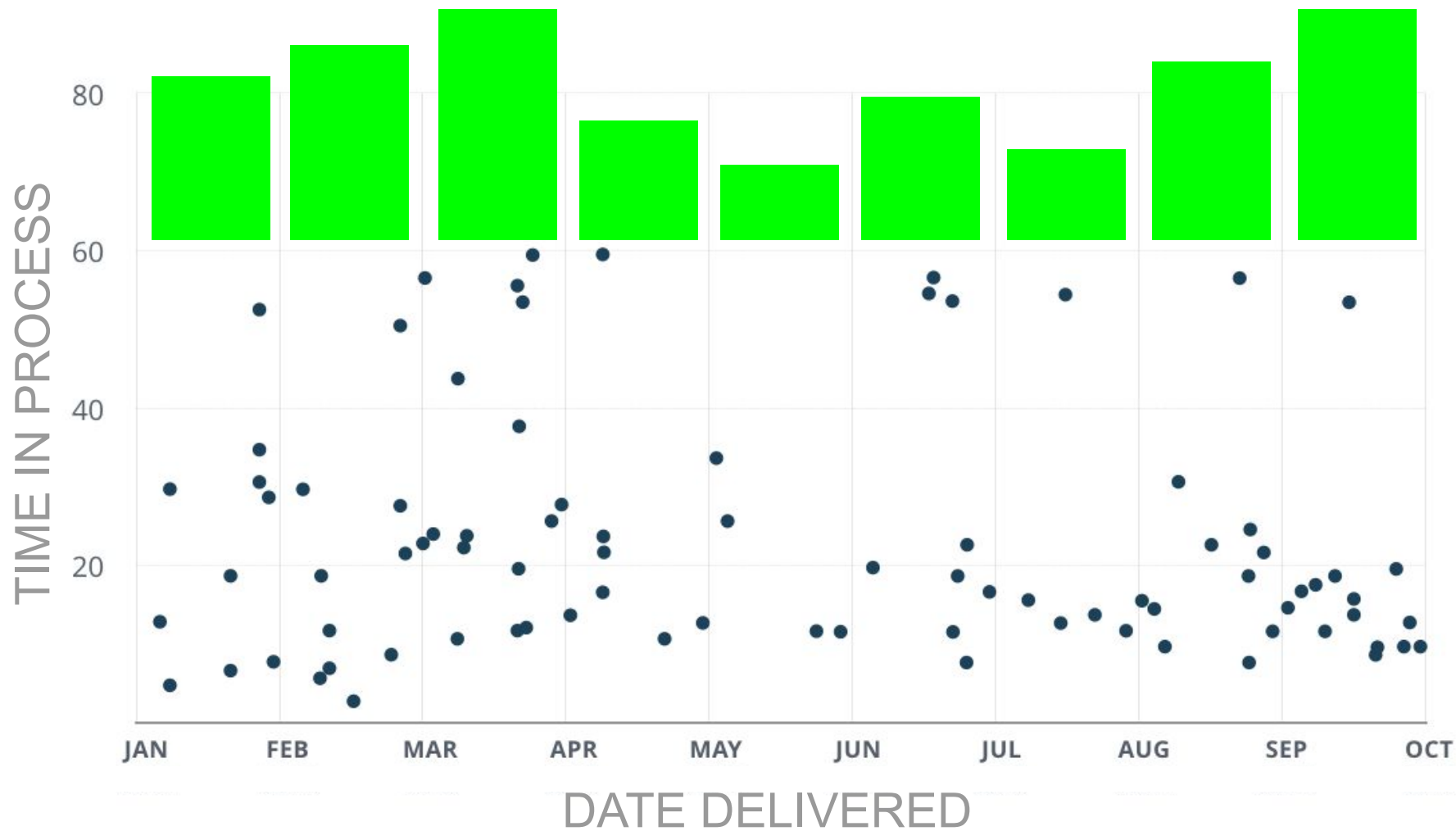






Does this tell the whole story?





TIME IN PROCESS

80

60

40

20

JAN

FEB

MAR

APR

MAY

JUN

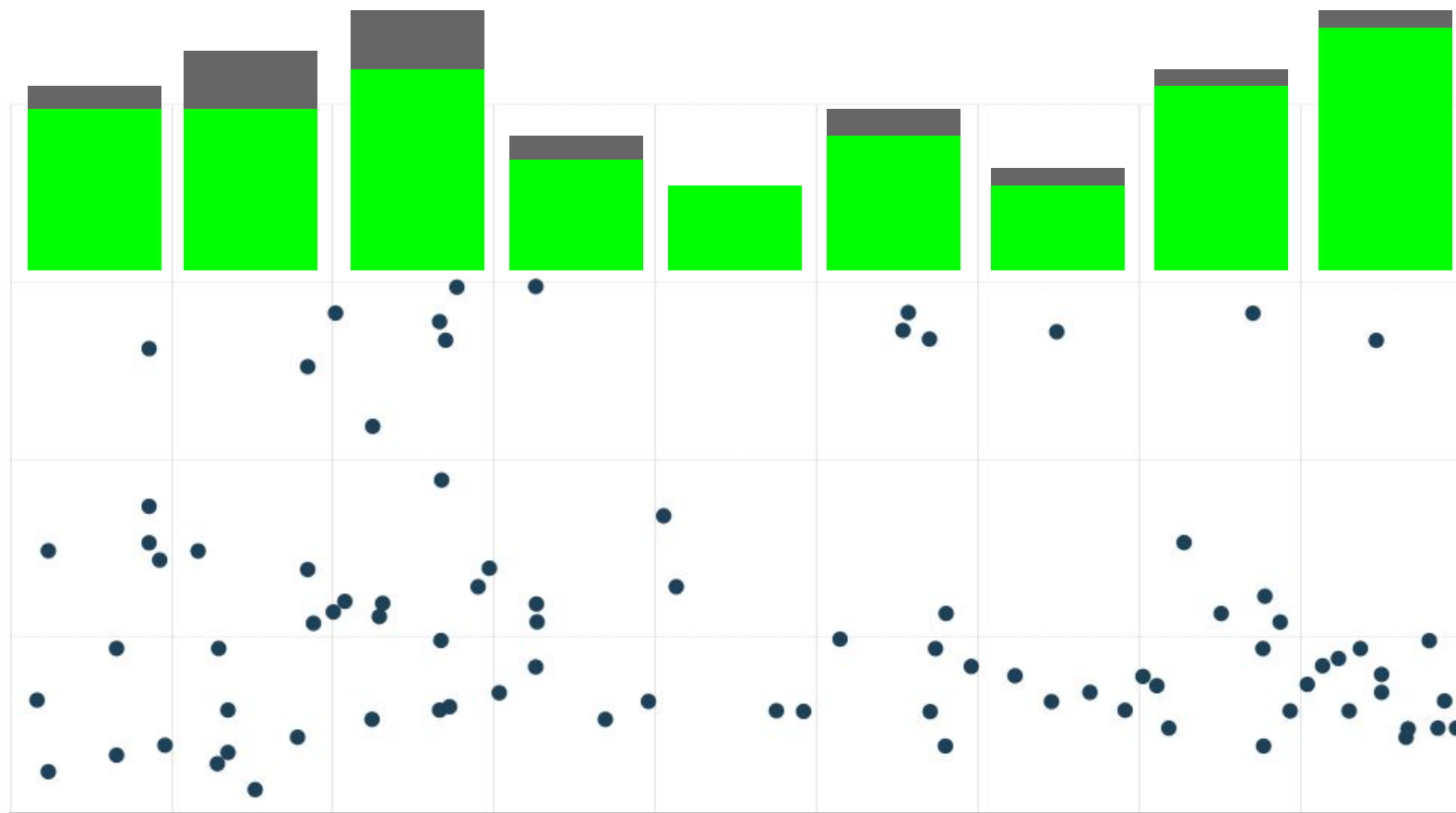
JUL

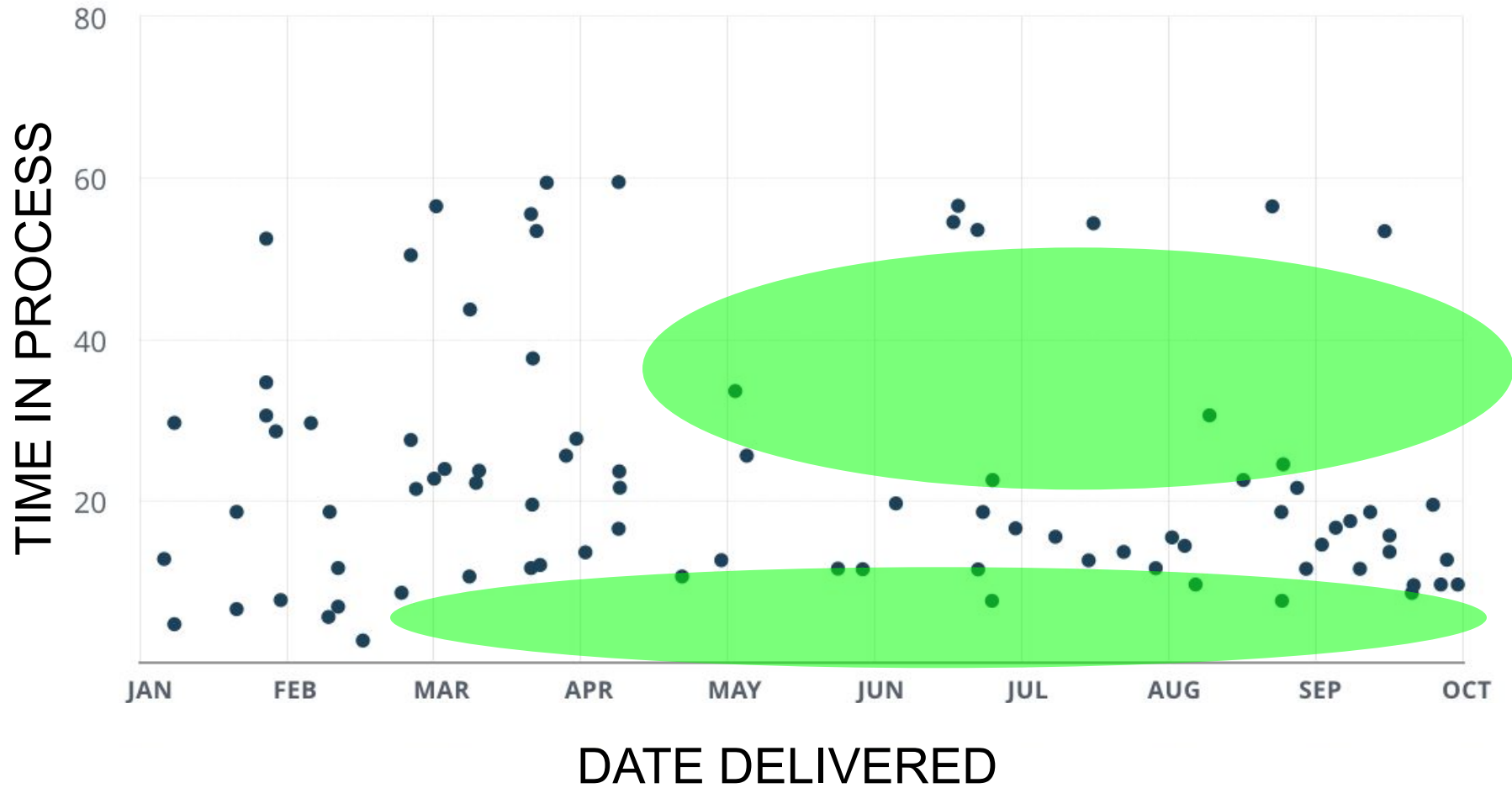
AUG

SEP

OCT

DATE DELIVERED







Trade offs:

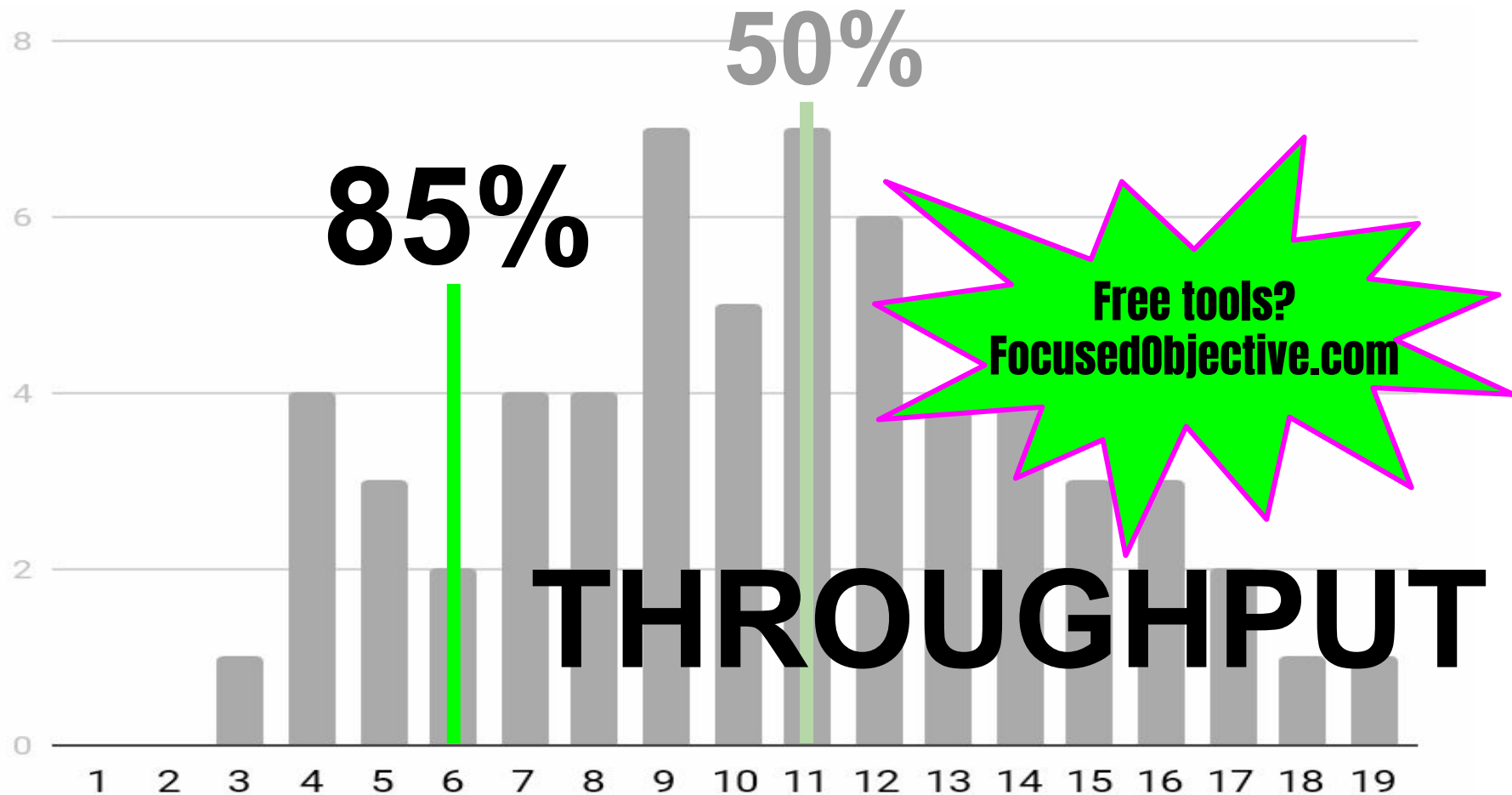
quality vs

responsiveness vs

predictability

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Trade offs:

quality vs

responsiveness vs

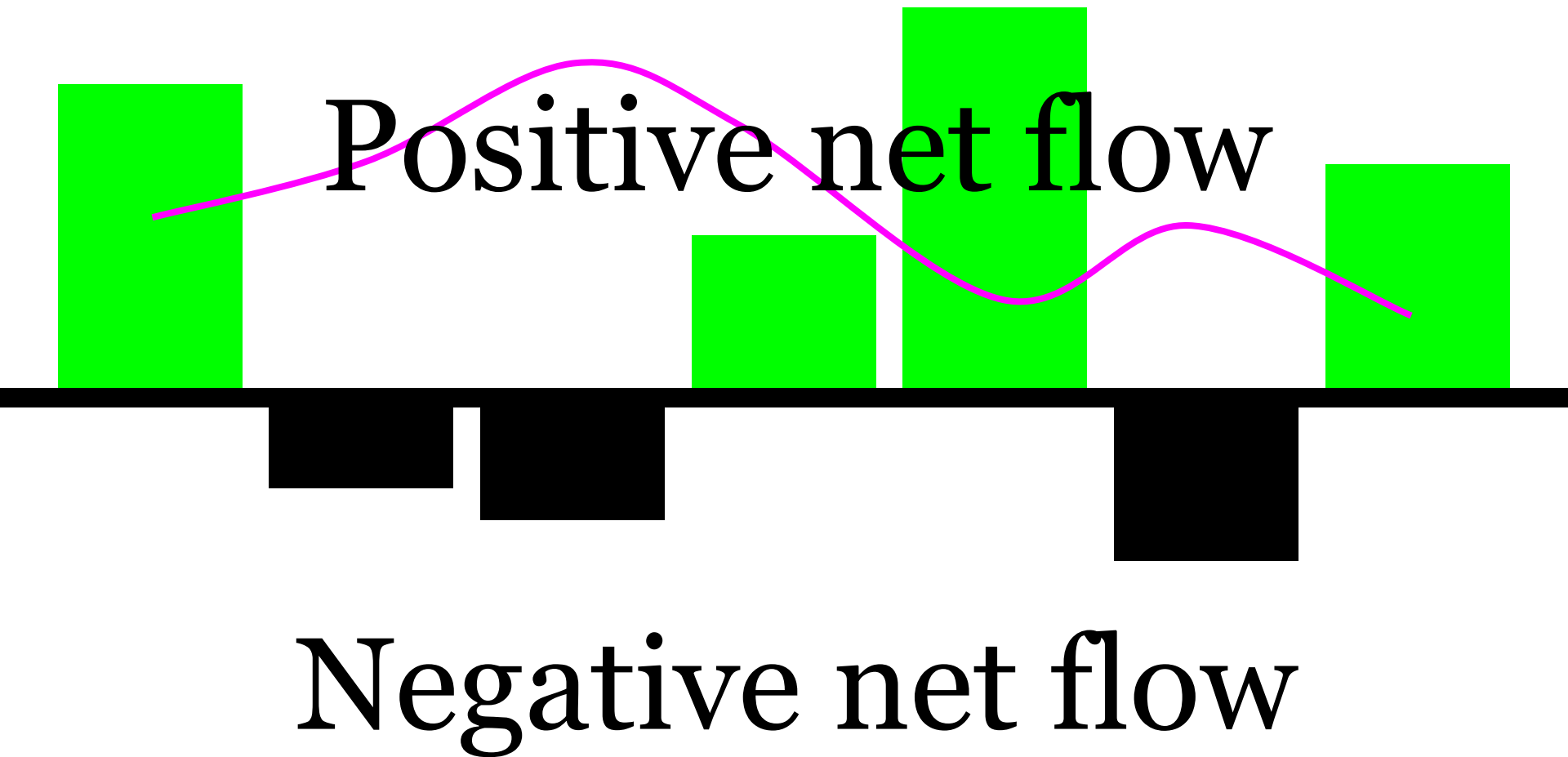
predictability

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Leading versus lagging indicators

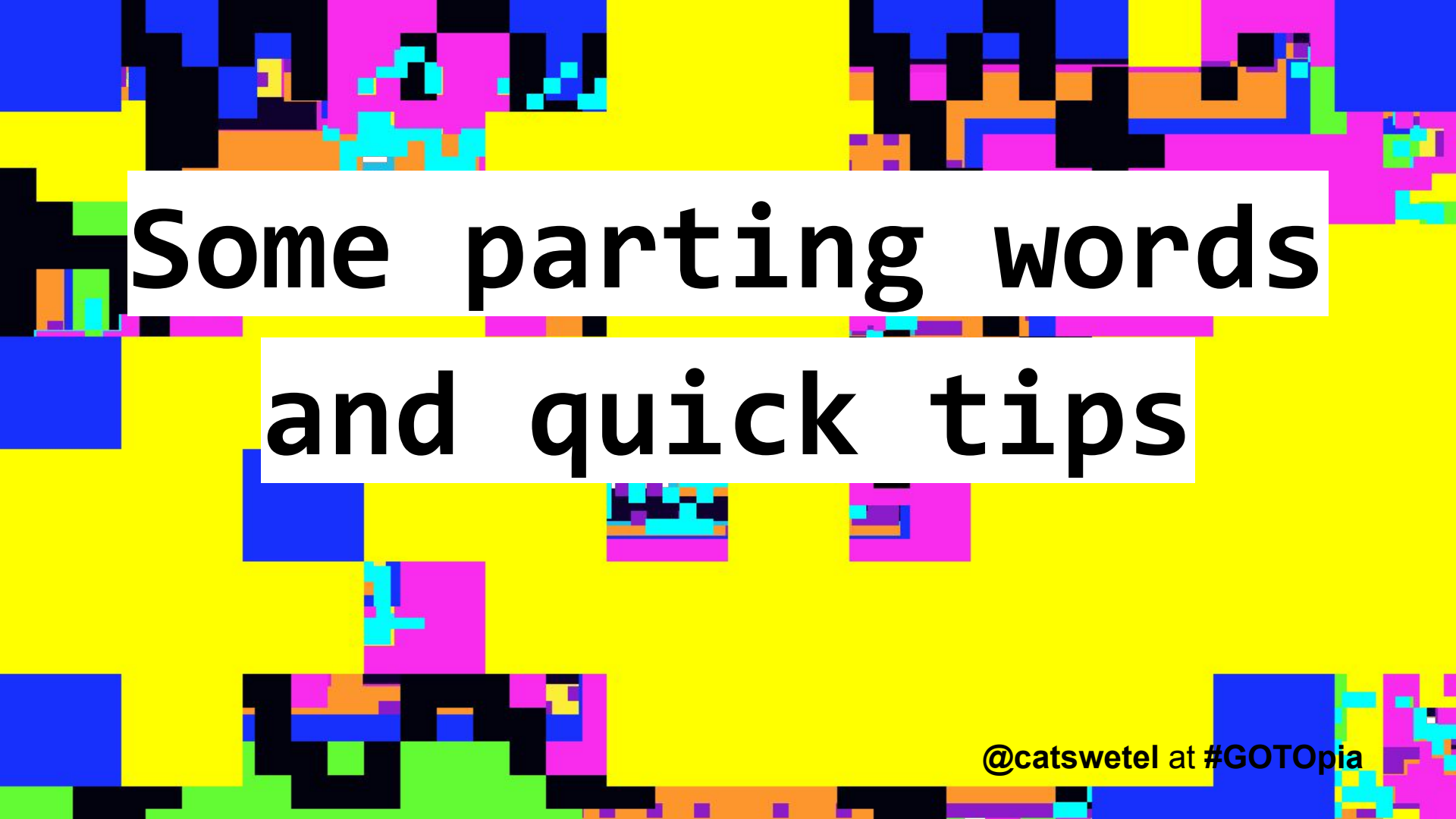
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LITTLE'S LAW

$$\begin{array}{ccccc} \text{Average \#} & & & & \text{Average time} \\ \text{of items in} & = & \text{arrival rate} & * & \text{spent in the} \\ \text{a system} & & & & \text{system} \end{array}$$

$$\begin{array}{ccccc} \text{Average} & & & & \text{Average} \\ \text{time spent} & = & \text{of items in} & / & \text{throughput} \\ \text{in a system} & & \text{a system} & & \end{array}$$



Some parting words and quick tips

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**“The RIGHTER we do the
WRONG thing, the
WRONGER we become.”**

-- Dr Russell Ackoff

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NO story points!
No sizing whatsoever!

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**10x developers? No.
Flow efficiency? Yes.**

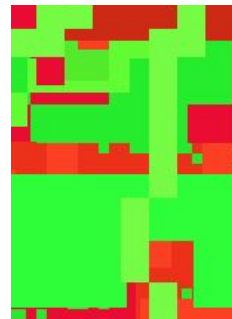
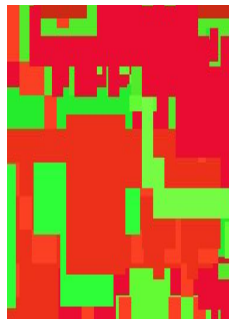
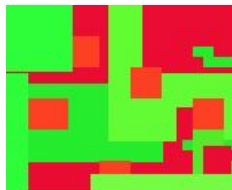
The hidden dangers of defect density



The image displays a 3x4 grid of unlabeled bar charts. Each chart consists of a series of vertical gray bars of varying heights on a white background. The bars are arranged in a regular grid pattern across the entire image. A black rectangular box with white text is centered over the middle chart in the top row.

Unlabeled axes.

NO red and green.



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My team isn't performing at its best due to some people feeling unsafe (For example, people scared about speaking up, or feel unheard, or embarrassed about being wrong)

Always

7% (20 votes)

Often

33% (88 votes)

Sometimes

47% (126 votes)

Never

13% (36 votes)



Thanks @t_magennis



Questions/Comments?

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