

Additional exercise: November 3 2006: Metrics useful when reengineering processes

Reports/Information:

Customers

- Performance against requirements
- Customer satisfaction

Internal work processes

- Cycle times
- Product and service quality
- Cost performance

Financial

- Profitability (company level, product line level, or individual level)
- Market share growth

Employee satisfaction

Performance of suppliers against your requirements

Please show, how to get those reports/information from your system, which dialogs contribute to the reports (how the raw data can be collected)....

Please show in a presentation at the lecture