

Action Plan

Report from 01-01-2024 to 06-05-2024 (group by Month)

Quality Scorecard


Details	An example of the Quality Balanced Scorecard with KPIs. Learn more: https://bscdesigner.com/quality-kpis.htm
Start performance	39.12%
End performance	56.79%
Performance dynamic	17.67%

Details	If we satisfy the needs of our customers, what outcomes will our stakeholders see?
---------	--

Sustainable growth

Details	
Owner	
Stakeholders	
Parent	Finance

Resource optimization

Details	Develop and support reliable IT architecture
Parent	Sustainable growth
Owner	
Initiative type	 Initiative

Status	Analysis
Initiative Progress	
Start date	01-02-2024
Deadline	31-05-2024
Duration	4 month(s); 01-02-2024
Deadline status	Deadline in 25 day(s)

Budget	24K\$
Budget Actual	
Budget Variance	24K\$
Budget Used, %	0%

Budget Remaining, %	100%
---------------------	------

Cost of Poor Quality

Details	
Owner	
Stakeholders	
Parent	Sustainable growth

Customer support specialist costs

Details	
Unit of measure	\$
Owner	
Parent	Cost of Poor Quality

Solution costs

Details	
Unit of measure	\$
Owner	
Parent	Cost of Poor Quality

Brand impact costs


Details	
Unit of measure	\$
Owner	
Parent	Cost of Poor Quality

Maintainable product

Details	
Unit of measure	%
Owner	

Parent	Sustainable growth
--------	--------------------

Identify the impact on operations

Details	
Parent	Maintainable product
Owner	
Initiative type	 Initiative


Status	In Progress
Initiative Progress	
Start date	01-03-2024
Deadline	30-04-2024
Duration	2 month(s); 01-03-2024
Deadline status	Deadline missed by 6 day(s)

Budget	25K\$
Budget Actual	15K\$
Budget Variance	10K\$
Budget Used, %	60%
Budget Remaining, %	40%

Avoid critical defects, fix non-critical defects quickly


Details	
Unit of measure	%
Owner	
Parent	Sustainable growth

Analyze cybersecurity risks

Details	
Parent	Avoid critical defects, fix non-critical defects quickly
Owner	
Initiative type	 Initiative
Status	Analysis
Initiative Progress	70%
Start date	
Deadline	
Duration	
Deadline status	NA

Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Decrease complexities of data and IT

Details	
Parent	Avoid critical defects, fix non-critical defects quickly
Owner	
Initiative type	 Initiative

Status	Analysis
Initiative Progress	
Start date	01-02-2024
Deadline	30-07-2024
Duration	6 month(s); 01-02-2024
Deadline status	Deadline in 85 day(s)


Budget	45K\$
Budget Actual	24K\$
Budget Variance	21K\$
Budget Used, %	53.33%
Budget Remaining, %	46.67%

Details	To achieve our vision, how must we look to our customers?
---------	---

Avoid critical defects, fix non-critical defects quickly

Details	
Owner	
Stakeholders	
Parent	Customer

Analyze cybersecurity risks


Details	
Parent	Avoid critical defects, fix non-critical defects quickly
Owner	
Initiative type	 Initiative

Status	Analysis
Initiative Progress	70%
Start date	
Deadline	
Duration	
Deadline status	NA

Budget	
Budget Actual	
Budget Variance	
Budget Used, %	

Budget Remaining, %	
---------------------	--

Decrease complexities of data and IT

Details	
Parent	Avoid critical defects, fix non-critical defects quickly
Owner	
Initiative type	 Initiative

Status	Analysis
Initiative Progress	
Start date	01-02-2024
Deadline	30-07-2024
Duration	6 month(s); 01-02-2024
Deadline status	Deadline in 85 day(s)

Budget	45K\$
Budget Actual	24K\$
Budget Variance	21K\$
Budget Used, %	53.33%
Budget Remaining, %	46.67%

Prevent Critical Quality Problems

Details	
Unit of measure	%
Owner	

Parent	Avoid critical defects, fix non-critical defects quickly
--------	--


Analyze cybersecurity risks

Details	
Parent	Prevent Critical Quality Problems
Owner	
Initiative type	 Risk
Status	Analysis
Initiative Progress	
Start date	01-02-2024
Deadline	01-05-2024
Duration	3 month(s); 01-02-2024
Deadline status	Deadline missed by 5 day(s)
Budget	22K\$
Budget Actual	8K\$
Budget Variance	14K\$
Budget Used, %	36.36%
Budget Remaining, %	63.64%

Solve Quality Issues Quickly

Details	
Unit of measure	%
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

Decrease complexities of data and IT

Details	
Parent	Solve Quality Issues Quickly
Owner	
Initiative type	 Rationale
Status	Analysis
Initiative Progress	
Start date	
Deadline	
Duration	
Deadline status	NA
Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Complexity index

Details	
Owner	
Stakeholders	
Parent	Avoid critical defects, fix non-critical defects quickly

Excessive timing

Details	
Unit of measure	
Owner	
Parent	Complexity index

Excessive choices

Details	
Unit of measure	
Owner	
Parent	Complexity index

Excessive explanations

Details	
Unit of measure	
Owner	
Parent	Complexity index

Customer retention rate, %

Details	
Unit of measure	%
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

NPS

Details	
Unit of measure	
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

Number of Complaints per Period


Details	
---------	--

Unit of measure	#
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

Maintainable product

Details	
Owner	
Stakeholders	
Parent	Customer

Identify the impact on operations

Details	
Parent	Maintainable product
Owner	
Initiative type	 Initiative

Status	In Progress
Initiative Progress	
Start date	01-03-2024
Deadline	30-04-2024
Duration	2 month(s); 01-03-2024
Deadline status	Deadline missed by 6 day(s)

Budget	25K\$
Budget Actual	15K\$
Budget Variance	10K\$
Budget Used, %	60%

Budget Remaining, %	40%
---------------------	-----

Top performers turnover, %

Details	
Unit of measure	
Owner	
Parent	Maintainable product


Quality/Complexity Complaints from Team

Details	
Unit of measure	
Owner	
Parent	Maintainable product

Root-Cause Analysis and Quality Assurance

Details	
Unit of measure	%
Owner	
Parent	Maintainable product

Identify the impact on operations

Details	
Parent	Root-Cause Analysis and Quality Assurance
Owner	
Initiative type	 Risk

Status	In Progress
Initiative Progress	
Start date	


Deadline	
Duration	
Deadline status	NA
Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Details	How are we going to satisfy customer needs and meet financial goals?
---------	--

Prevent Critical Quality Problems

Details	
Owner	
Stakeholders	
Parent	Internal Business Processes

Analyze cybersecurity risks

Details	
Parent	Prevent Critical Quality Problems
Owner	
Initiative type	 Risk

Status	Analysis
Initiative Progress	
Start date	01-02-2024
Deadline	01-05-2024
Duration	3 month(s); 01-02-2024
Deadline status	Deadline missed by 5 day(s)


Budget	22K\$
Budget Actual	8K\$
Budget Variance	14K\$
Budget Used, %	36.36%

Budget Remaining, %	63.64%
---------------------	--------

Near miss reporting training

Details	
Unit of measure	%
Owner	
Parent	Prevent Critical Quality Problems

Company-wide training

Details	Training program: 1. 2. 3.
Parent	Near miss reporting training
Owner	
Initiative type	 Initiative

Status	Analysis
Initiative Progress	
Start date	01-01-2024
Deadline	01-03-2024
Duration	2 month(s); 01-01-2024
Deadline status	Deadline missed by 66 day(s)


Budget	20K\$
Budget Actual	
Budget Variance	20K\$
Budget Used, %	0%
Budget Remaining,	100%

%

Learn to Prevent Quality Issues

Details	
Unit of measure	%
Owner	
Parent	Prevent Critical Quality Problems


Requirements Ambiguity Analysis

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	 Initiative

Status	Done
Initiative Progress	
Start date	01-03-2024
Deadline	30-04-2024
Duration	2 month(s); 01-03-2024
Deadline status	Completed


Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Implement Expert Reviews

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	 Initiative
Status	Analysis
Initiative Progress	
Start date	01-03-2024
Deadline	22-03-2024
Duration	21 day(s); 01-03-2024
Deadline status	Deadline missed by 45 day(s)

Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	


Aleatory Tests

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	 Initiative

Status	In Progress
Initiative Progress	
Start date	01-04-2024
Deadline	01-05-2024
Duration	1 month(s); 01-04-2024
Deadline status	Deadline missed by 5 day(s)

Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Implement Automated Tests

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	 Initiative

Status	Analysis
Initiative Progress	
Start date	01-05-2024
Deadline	30-06-2024
Duration	2 month(s); 01-05-2024
Deadline	Deadline in 55 day(s)

status	
Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

The number of critical problems per period

Details	
Unit of measure	#
Owner	
Parent	Prevent Critical Quality Problems

Quality issues backlog


Details	
Unit of measure	#
Owner	
Parent	Prevent Critical Quality Problems

Solve Quality Issues Quickly

Details	
Owner	
Stakeholders	
Parent	Internal Business Processes

Decrease complexities of data and IT

Details	
---------	--

Parent	Solve Quality Issues Quickly
Owner	
Initiative type	 Rationale
Status	Analysis
Initiative Progress	
Start date	
Deadline	
Duration	
Deadline status	NA

Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Quality Awareness

Details	
Unit of measure	%
Owner	
Parent	Solve Quality Issues Quickly

Improvement Acceptance Ratio

Details	Improvement Acceptance Ratio = Suggested ideas / Implemented ideas, %
Unit of measure	#

Owner	
Parent	Solve Quality Issues Quickly


Time to solve the critical problem

Details	
Unit of measure	hour(s)
Owner	
Parent	Solve Quality Issues Quickly

Root-Cause Analysis and Quality Assurance

Details	
Owner	
Stakeholders	
Parent	Internal Business Processes

Identify the impact on operations

Details	
Parent	Root-Cause Analysis and Quality Assurance
Owner	
Initiative type	 Risk

Status	In Progress
Initiative Progress	
Start date	
Deadline	
Duration	
Deadline status	NA

Budget	
--------	--

Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Quality Awareness

Details	
Unit of measure	%
Owner	
Parent	Root-Cause Analysis and Quality Assurance

Time to develop prevention plan

Details	
Unit of measure	day(s)
Owner	
Parent	Root-Cause Analysis and Quality Assurance

Time to implement prevention plan


Details	
Unit of measure	day(s)
Owner	
Parent	Root-Cause Analysis and Quality Assurance

Details	How must the company learn and improve in order to achieve its vision?
---------	--

Near miss reporting training

Details	
Owner	
Stakeholders	
Parent	Learning and Growth

Company-wide training

Details	Training program: 1. 2. 3.
Parent	Near miss reporting training
Owner	
Initiative type	 Initiative

Status	Analysis
Initiative Progress	
Start date	01-01-2024
Deadline	01-03-2024
Duration	2 month(s); 01-01-2024
Deadline status	Deadline missed by 66 day(s)

Budget	20K\$
Budget Actual	
Budget Variance	20K\$
Budget Used, %	0%

Budget Remaining, %	100%
---------------------	------

Near miss awareness training penetration, %

Details	
Unit of measure	%
Owner	
Parent	Near miss reporting training


Near miss issues reported

Details	
Unit of measure	#
Owner	
Parent	Near miss reporting training

Learn to Prevent Quality Issues


Details	
Owner	
Stakeholders	
Parent	Learning and Growth

Requirements Ambiguity Analysis

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	 Initiative
Status	Done
Initiative Progress	
Start date	01-03-2024


Deadline	30-04-2024
Duration	2 month(s); 01-03-2024
Deadline status	Completed
Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Implement Expert Reviews

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	 Initiative
Status	Analysis
Initiative Progress	
Start date	01-03-2024
Deadline	22-03-2024
Duration	21 day(s); 01-03-2024
Deadline status	Deadline missed by 45 day(s)
Budget	
Budget Actual	

Budget Variance	
Budget Used, %	
Budget Remaining, %	


Aleatory Tests

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	 Initiative

Status	In Progress
Initiative Progress	
Start date	01-04-2024
Deadline	01-05-2024
Duration	1 month(s); 01-04-2024
Deadline status	Deadline missed by 5 day(s)

Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Implement Automated Tests

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	 Initiative

Status	Analysis
Initiative Progress	
Start date	01-05-2024
Deadline	30-06-2024
Duration	2 month(s); 01-05-2024
Deadline status	Deadline in 55 day(s)

Budget	
Budget Actual	
Budget Variance	
Budget Used, %	
Budget Remaining, %	

Ambiguities per requirements page

Details	
Unit of measure	#
Owner	
Parent	Learn to Prevent Quality Issues

Expert Review Metric (WTF/Minute)

Details	
---------	--

Unit of measure	#
Owner	
Parent	Learn to Prevent Quality Issues

Quality Awareness

Details	
Owner	
Stakeholders	
Parent	Learning and Growth

Outdated training materials, %

Details	
Unit of measure	%
Owner	
Parent	Quality Awareness

Quality training penetration, %

Details	
Unit of measure	%
Owner	
Parent	Quality Awareness

Quality program awareness, %

Details	
Unit of measure	%
Owner	
Parent	Quality Awareness

Communication redundancy

Details	Average Communication redundancy, % = (Average message size – Shortest message size) / Average message size.
---------	--

Unit of measure	%
Owner	
Parent	Quality Awareness

Time to respond to quality issue

Details	
Unit of measure	hour(s)
Owner	
Parent	Quality Awareness

Author:

Report created with BSC Designer® Online at 06-05-2024 00:55 for Quality Scorecard