Action Plan

Action Plan

Report title	Action Plan
Period	From 01-01-2024 to 13-05-2024
Group by	Month
Created by	Alex Savkín

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%

💲 Finance

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 18 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 13 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	
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 78 day(s)

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

🗣 Customer

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	
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 78 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 12 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 13 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, %	

👥⚙ Internal Business Processes

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 12 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 73 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 52 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 12 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 48 day(s)
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

🎓 Learning and Growth

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 73 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 52 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 12 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 48 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