

Cost of Strategy



Quality Scorecard

Details	An example of the Quality Balanced Scorecard with KPIs. Learn more: https://bscdesigner.com/quality-kpis.htm
Budget	136K\$
Budget Actual	47K\$
Budget Variance	89K\$
Budget Used, %	34.56%
Budget Remaining, %	65.44%
Duration	22 month(s) 21 day(s)

Name	Owner	Duration	Start date	Deadline	Budget	Budget Actual	Budget Variance
Quality Scorecard		22 month(s) 21 day(s)			136K\$	47K\$	89K\$
Finance		4 month(s)			24K\$		24K\$
Sustainable growth		4 month(s)			24K\$		24K\$
Resource optimization		4 month(s); 01-02-2024	01-02-2024	31-05-2024	24K\$		24K\$
Cost of Poor Quality							
Customer support specialist costs							
Solution costs							
Brand impact costs							
Maintainable product		2 month(s)			25K\$	15K\$	10K\$
Identify the impact on operations		2 month(s); 01-03-2024	01-03-2024	30-04-2024	25K\$	15K\$	10K\$
Avoid critical defects, fix non-critical defects quickly		2 quarter(s)			45K\$	24K\$	21K\$
Analyze cybersecurity risks							
Decrease complexities of data and IT		6 month(s); 01-02-2024	01-02-2024	30-07-2024	45K\$	24K\$	21K\$
Customer		8 month(s)			70K\$	39K\$	31K\$
Avoid critical defects, fix non-critical defects quickly		2 quarter(s)			45K\$	24K\$	21K\$
Analyze cybersecurity risks							
Decrease complexities of data and IT		6 month(s); 01-02-2024	01-02-2024	30-07-2024	45K\$	24K\$	21K\$
Prevent Critical Quality Problems		1 quarter(s)			22K\$	8K\$	14K\$
Analyze cybersecurity risks		3 month(s); 01-02-2024	01-02-2024	01-05-2024	22K\$	8K\$	14K\$
Solve Quality Issues Quickly							
Decrease complexities of data and IT							
Complexity index							
Excessive timing							
Excessive choices							
Excessive explanations							
Customer retention rate, %							
NPS							
Number of Complaints per Period							
Maintainable product		2 month(s)			25K\$	15K\$	10K\$
Identify the impact on operations		2 month(s); 01-03-2024	01-03-2024	30-04-2024	25K\$	15K\$	10K\$
Top performers turnover, %							

🔗 Quality/Complexity Complaints from Team							
🔗 Root-Cause Analysis and Quality Assurance							
📅 Identify the impact on operations							
👤 Internal Business Processes		1 quarter(s)			22K\$	8K\$	14K\$
📊 Prevent Critical Quality Problems		1 quarter(s)			22K\$	8K\$	14K\$
📅 Analyze cybersecurity risks		3 month(s); 01-02-2024	01-02-2024	01-05-2024	22K\$	8K\$	14K\$
🔗 Near miss reporting training		2 month(s)			20K\$		20K\$
📅 Company-wide training		2 month(s); 01-01-2024	01-01-2024	01-03-2024	20K\$		20K\$
🔗 Learn to Prevent Quality Issues		5 month(s) 21 day(s)					
📅 Requirements Ambiguity Analysis		2 month(s); 01-03-2024	01-03-2024	30-04-2024			
📅 Implement Expert Reviews		21 day(s); 01-03-2024	01-03-2024	22-03-2024			
📅 Aleatory Tests		1 month(s); 01-04-2024	01-04-2024	01-05-2024			
📅 Implement Automated Tests		2 month(s); 01-05-2024	01-05-2024	30-06-2024			
🔗 The number of critical problems per period							
🔗 Quality issues backlog							
📊 Solve Quality Issues Quickly							
📅 Decrease complexities of data and IT							
🔗 Quality Awareness							
🔗 Improvement Acceptance Ratio							
🔗 Time to solve the critical problem							
📊 Root-Cause Analysis and Quality Assurance							
📅 Identify the impact on operations							
🔗 Quality Awareness							
🔗 Time to develop prevention plan							
🔗 Time to implement prevention plan							
👤 Learning and Growth		7 month(s) 21 day(s)			20K\$		20K\$
📊 Near miss reporting training		2 month(s)			20K\$		20K\$
📅 Company-wide training		2 month(s); 01-01-2024	01-01-2024	01-03-2024	20K\$		20K\$
🔗 Near miss awareness training penetration, %							
🔗 Near miss issues reported							
📊 Learn to Prevent Quality Issues		5 month(s) 21 day(s)					
📅 Requirements Ambiguity Analysis		2 month(s); 01-03-2024	01-03-2024	30-04-2024			
📅 Implement Expert Reviews		21 day(s); 01-03-2024	01-03-2024	22-03-2024			
📅 Aleatory Tests		1 month(s); 01-04-2024	01-04-2024	01-05-2024			
📅 Implement Automated Tests		2 month(s); 01-05-2024	01-05-2024	30-06-2024			
🔗 Ambiguities per requirements page							
🔗 Expert Review Metric (WTF/Minute)							
📊 Quality Awareness							
🔗 Outdated training materials, %							
🔗 Quality training penetration, %							
🔗 Quality program awareness, %							
🔗 Communication redundancy							
🔗 Time to respond to quality issue							

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