

Overview



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

Quality Scorecard - 2

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?
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Sustainable growth

Details	
Owner	
Stakeholders	
Parent	Finance

Resource optimization

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

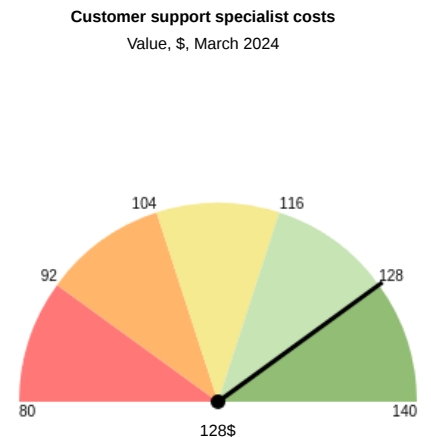
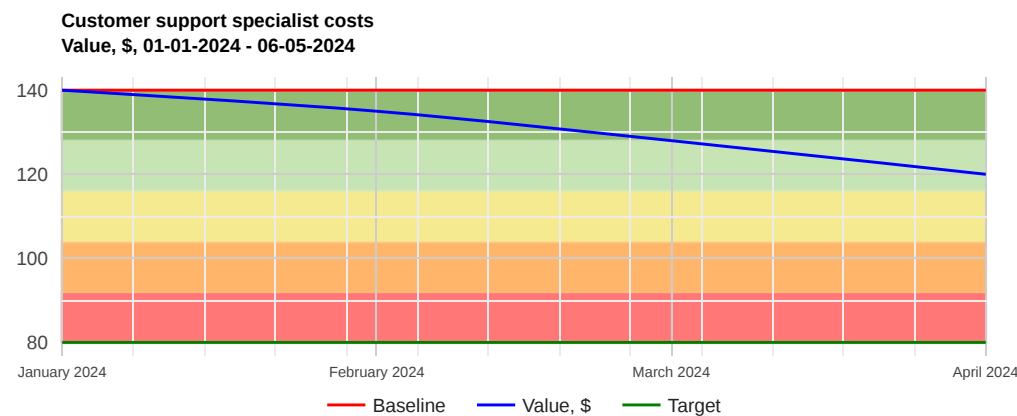
Cost of Poor Quality

Details	
Owner	
Stakeholders	
Parent	Sustainable growth

Customer support specialist costs

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

	Value	Target	Baseline	Progress
January 2024	140 \$	80 \$	140 \$	
February 2024	135 \$	80 \$	140 \$	
March 2024	128 \$	80 \$	140 \$	
April 2024	120 \$	80 \$	140 \$	

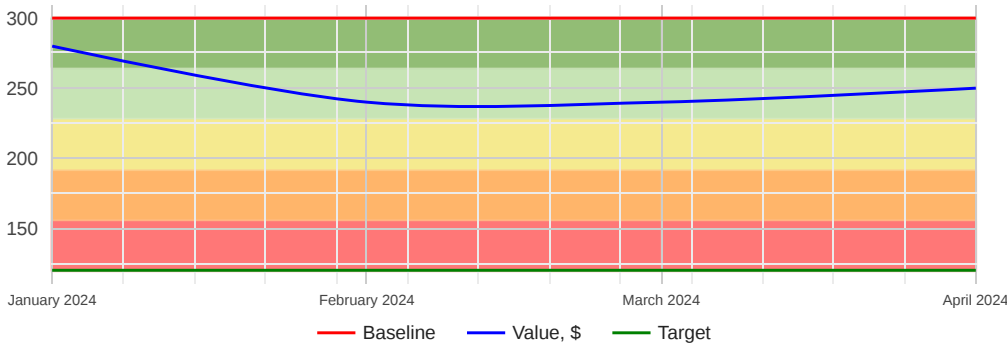


Solution costs

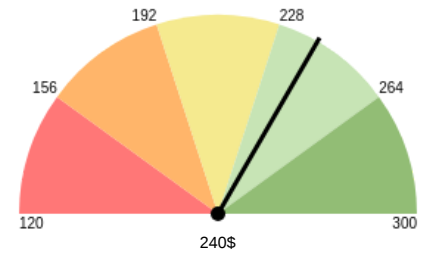
Details	
Unit of measure	\$
Owner	
Parent	Cost of Poor Quality

	Value	Target	Baseline	Progress
January 2024	280 \$	120 \$	300 \$	
February 2024	240 \$	120 \$	300 \$	
March 2024	240 \$	120 \$	300 \$	
April 2024	250 \$	120 \$	300 \$	

Solution costs
Value, \$, 01-01-2024 - 06-05-2024



Solution costs
Value, \$, March 2024

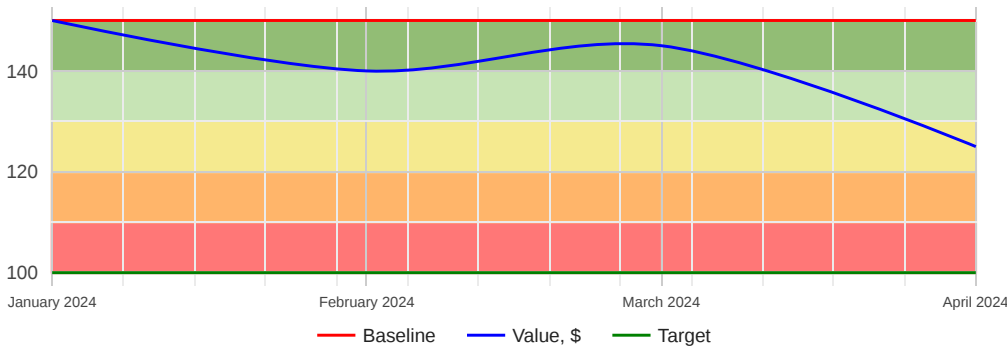


Brand impact costs

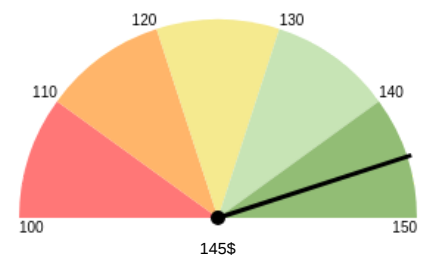
Details	
Unit of measure	\$
Owner	
Parent	Cost of Poor Quality

	Value	Target	Baseline	Progress
January 2024	150 \$	100 \$	150 \$	
February 2024	140 \$	100 \$	150 \$	
March 2024	145 \$	100 \$	150 \$	
April 2024	125 \$	100 \$	150 \$	

Brand impact costs
Value, \$, 01-01-2024 - 06-05-2024



Brand impact costs
Value, \$, March 2024

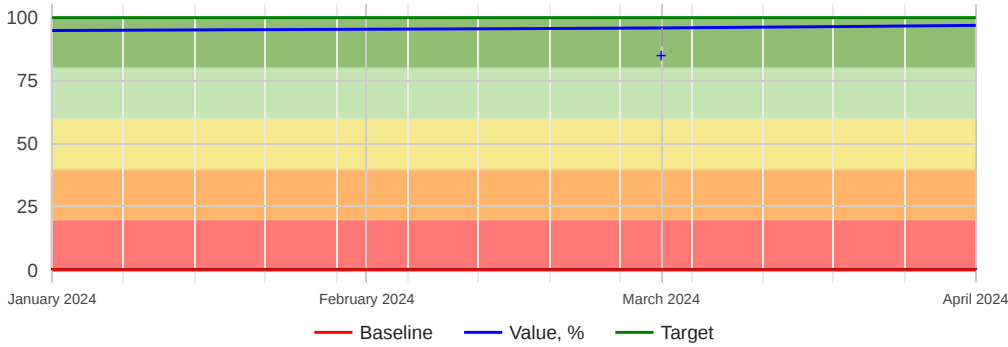


Maintainable product

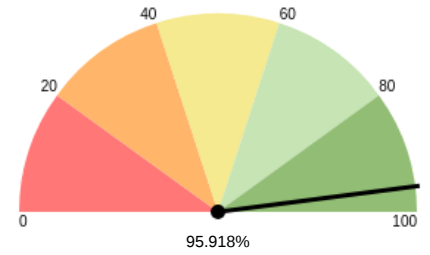
Details	
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Unit of measure	%			
Owner				
Parent	Sustainable growth			
	Value	Target	Baseline	Progress
January 2024	▮ 94.898 %	▮ 100 %	▮ 0 %	▮ 72.22 %
February 2024	▮ 95.408 %	▮ 100 %	▮ 0 %	▮ 75 %
March 2024	▮ 95.918 %	▮ 100 %	▮ 0 %	▮ 77.78 %
April 2024	▮ 96.939 %	▮ 100 %	▮ 0 %	▮ 83.33 %

Maintainable product
Value, %, 01-01-2024 - 06-05-2024



Maintainable product
Value, %, March 2024



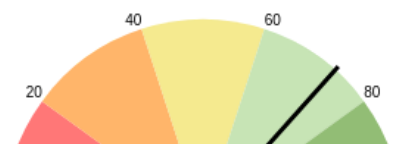
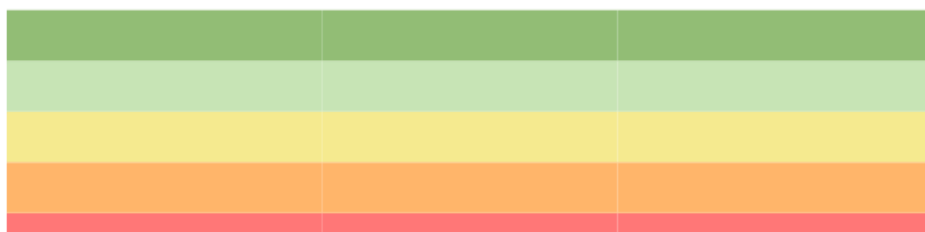
Identify the impact on operations

Details	
Parent	Maintainable product
Owner	
Initiative type	📅 Initiative

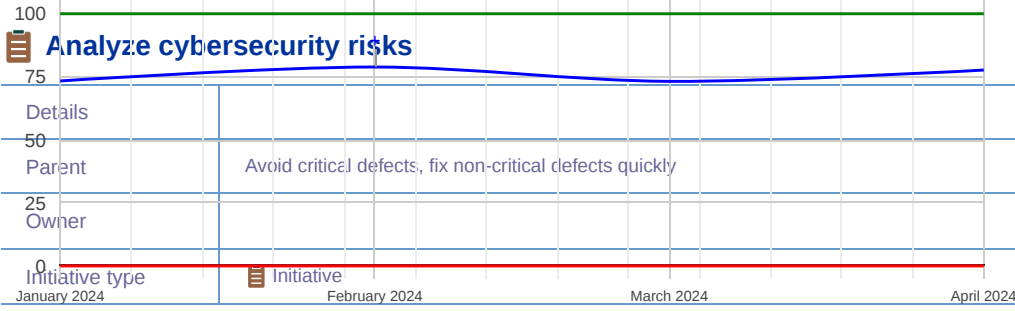
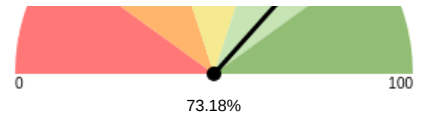
Avoid critical defects, fix non-critical defects quickly

Details				
Unit of measure	%			
Owner				
Parent	Sustainable growth			
	Value	Target	Baseline	Progress
January 2024	▮ 73.345 %	▮ 100 %	▮ 0 %	▮ 77.34 %
February 2024	▮ 78.88 %	▮ 100 %	▮ 0 %	▮ 83 %
March 2024	▮ 73.18 %	▮ 100 %	▮ 0 %	▮ 77.42 %
April 2024	▮ 77.678 %	▮ 100 %	▮ 0 %	▮ 82.27 %

Avoid critical defects, fix non-critical defects quickly
Value, %, March 2024



Avoid critical defects, fix non-critical defects quickly
 Value, %, 01-01-2024 - 06-05-2024



Analyze cybersecurity risks

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

Decrease complexities of data and IT

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

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

Decrease complexities of data and IT

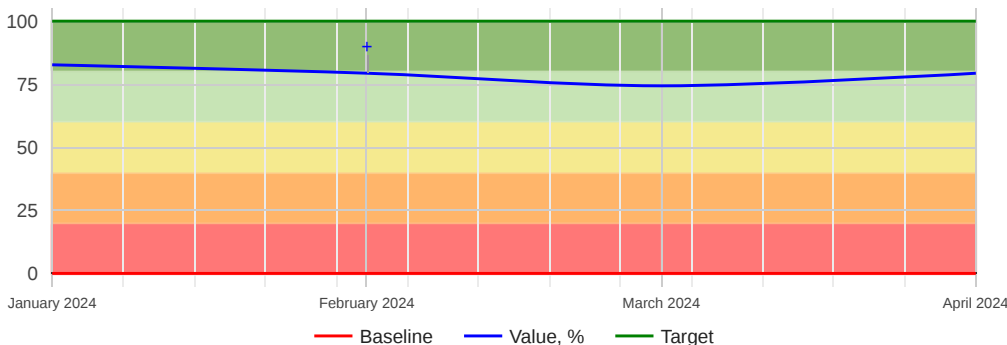
Details	
Parent	Avoid critical defects, fix non-critical defects quickly
Owner	
Initiative type	Initiative

Prevent Critical Quality Problems

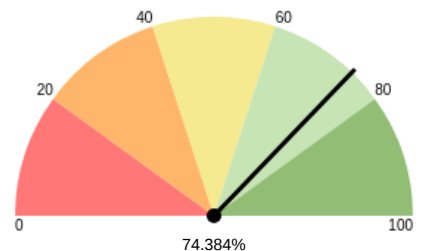
Details	
Unit of measure	%
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

	Value	Target	Baseline	Progress
January 2024	82.718 %	100 %	0 %	82.72 %
February 2024	79.384 %	100 %	0 %	79.38 %
March 2024	74.384 %	100 %	0 %	74.38 %
April 2024	79.384 %	100 %	0 %	79.38 %

Prevent Critical Quality Problems
Value, %, 01-01-2024 - 06-05-2024



Prevent Critical Quality Problems
Value, %, March 2024



Analyze cybersecurity risks

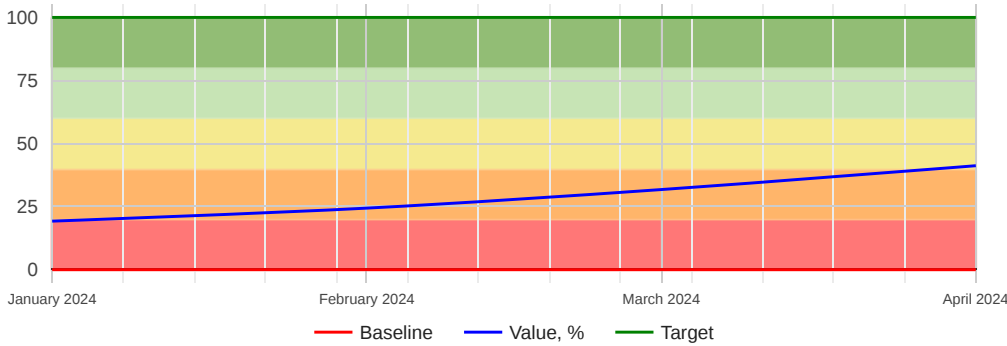
Details	
Parent	Prevent Critical Quality Problems
Owner	
Initiative type	⚠ Risk

🔄 Solve Quality Issues Quickly

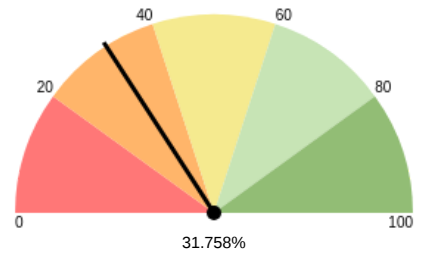
Details	
Unit of measure	%
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

	Value	Target	Baseline	Progress
January 2024	▮ 19.231 %	▮ 100 %	▮ 0 %	▮ 19.23 %
February 2024	▮ 24.396 %	▮ 100 %	▮ 0 %	▮ 24.4 %
March 2024	▮ 31.758 %	▮ 100 %	▮ 0 %	▮ 31.76 %
April 2024	▮ 41.209 %	▮ 100 %	▮ 0 %	▮ 41.21 %

Solve Quality Issues Quickly
Value, %, 01-01-2024 - 06-05-2024



Solve Quality Issues Quickly
Value, %, March 2024



📊 Decrease complexities of data and IT

Details	
Parent	Solve Quality Issues Quickly
Owner	
Initiative type	📊 Rationale

📊 Complexity index

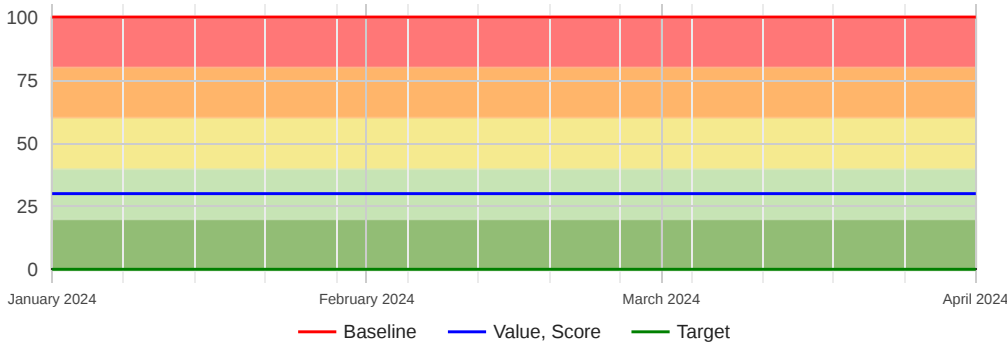
Details	
Owner	
Stakeholders	
Parent	Avoid critical defects, fix non-critical defects quickly

🔄 Excessive timing

Details	
Unit of measure	
Owner	
Parent	Complexity index

	Value	Target	Baseline	Progress
January 2024	30	0	100	70 %
February 2024	30	0	100	70 %
March 2024	30	0	100	70 %
April 2024	30	0	100	70 %

Excessive timing
Value, Score, 01-01-2024 - 06-05-2024



Excessive timing
Value, Score, March 2024

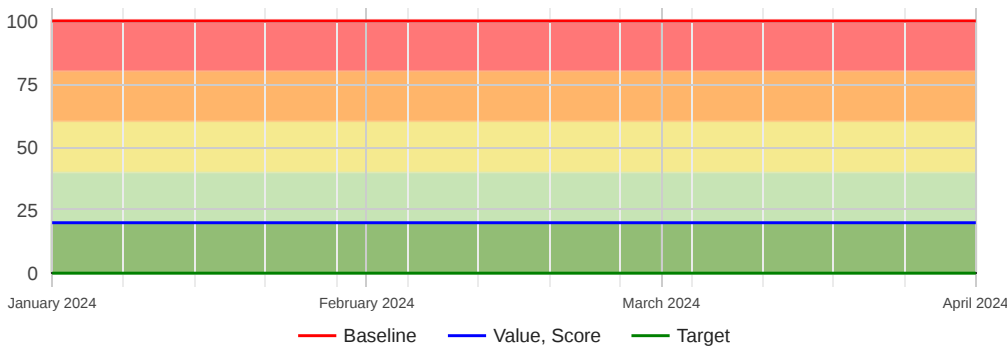


Excessive choices

Details	
Unit of measure	
Owner	
Parent	Complexity index

	Value	Target	Baseline	Progress
January 2024	20	0	100	80 %
February 2024	20	0	100	80 %
March 2024	20	0	100	80 %
April 2024	20	0	100	80 %

Excessive choices
Value, Score, 01-01-2024 - 06-05-2024



Excessive choices
Value, Score, March 2024



Excessive explanations

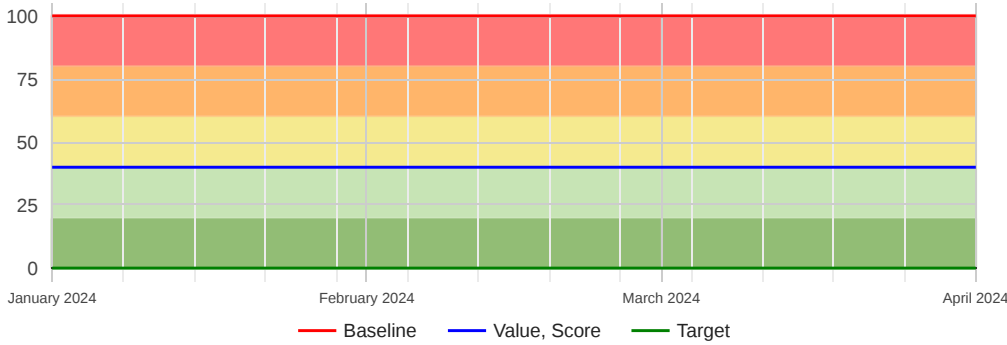
Details	
Unit of measure	
Owner	
Parent	Complexity index

	Value	Target	Baseline	Progress

January 2024	▯ 40	▯ 0	▯ 100	▯ 60 %
February 2024	▯ 40	▯ 0	▯ 100	▯ 60 %
March 2024	▯ 40	▯ 0	▯ 100	▯ 60 %
April 2024	▯ 40	▯ 0	▯ 100	▯ 60 %

Excessive explanations
Value, Score, 01-01-2024 - 06-05-2024

Excessive explanations
Value, Score, March 2024



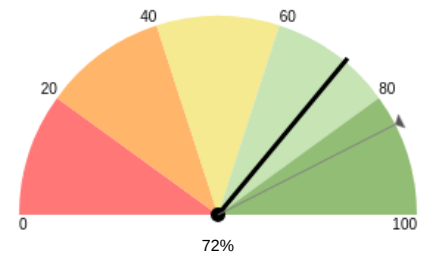
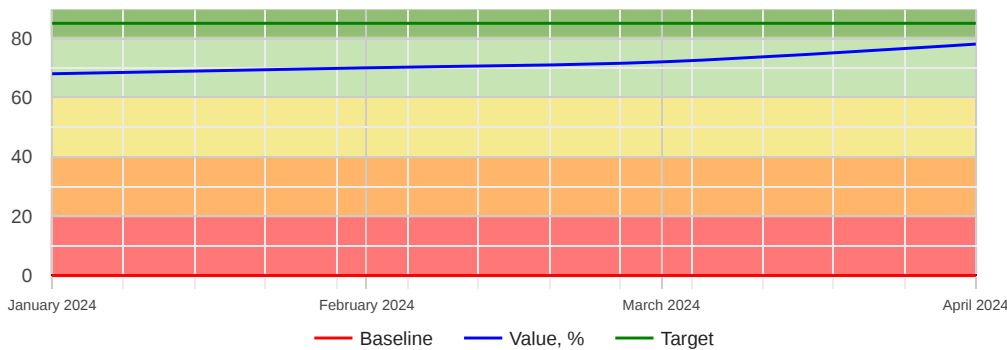
🔄 Customer retention rate, %

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

	Value	Target	Baseline	Progress
January 2024	▯ 68 %	▯ 85 %	▯ 0 %	▯ 80 %
February 2024	▯ 70 %	▯ 85 %	▯ 0 %	▯ 82.35 %
March 2024	▯ 72 %	▯ 85 %	▯ 0 %	▯ 84.71 %
April 2024	▯ 78 %	▯ 85 %	▯ 0 %	▯ 91.76 %

Customer retention rate, %
Value, %, 01-01-2024 - 06-05-2024

Customer retention rate, %
Value, %, March 2024



🔄 NPS

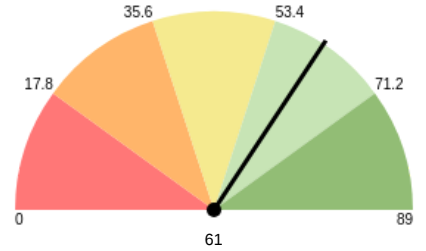
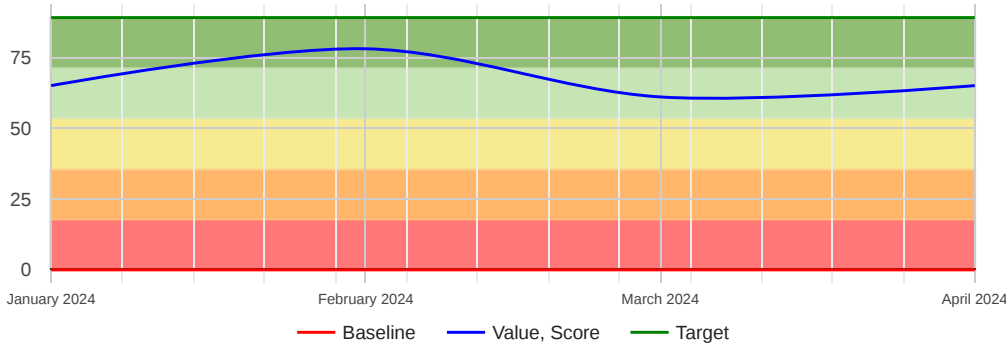
Details	
Unit of measure	
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

	Value	Target	Baseline	Progress
January 2024	▯ 65	▯ 89	▯ 0	▯ 73.03 %

February 2024	78	89	0	87.64 %
March 2024	61	89	0	68.54 %
April 2024	65	89	0	73.03 %

NPS
Value, Score, 01-01-2024 - 06-05-2024

NPS
Value, Score, March 2024



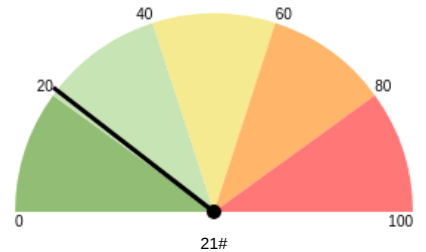
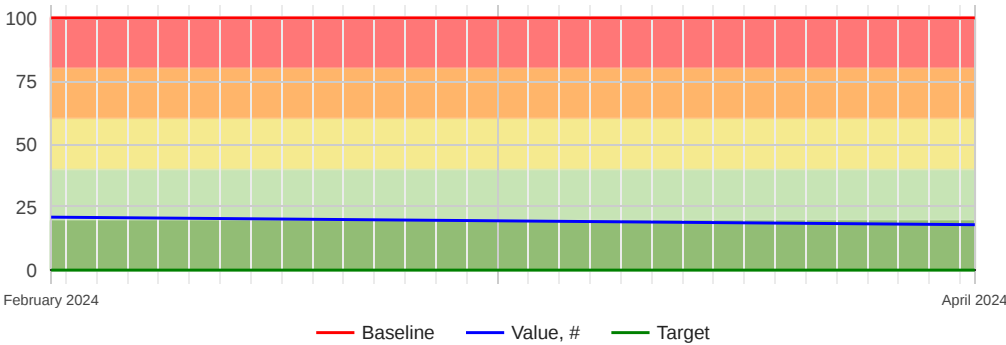
🔄 Number of Complaints per Period

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

	Value	Target	Baseline	Progress
February 2024	21 #	0 #	100 #	79 %
April 2024	18 #	0 #	100 #	82 %

Number of Complaints per Period
Value, #, 01-01-2024 - 06-05-2024

Number of Complaints per Period
Value, #, March 2024



🏠 Maintainable product

Details	
Owner	
Stakeholders	
Parent	Customer

📋 Identify the impact on operations

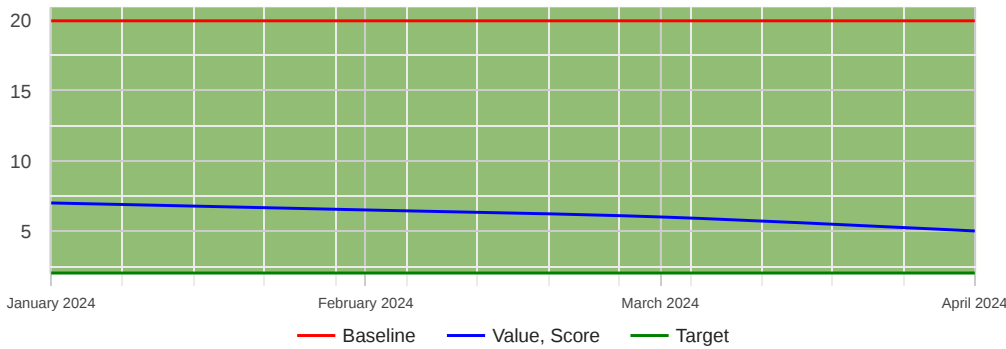
Details	
Parent	Maintainable product
Owner	
Initiative type	📋 Initiative

🔄 Top performers turnover, %

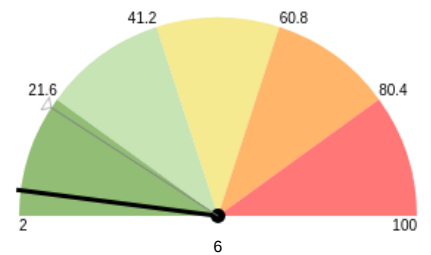
Details	
Unit of measure	
Owner	
Parent	Maintainable product

	Value	Target	Baseline	Progress
January 2024	7	2	20	72.22 %
February 2024	6.5	2	20	75 %
March 2024	6	2	20	77.78 %
April 2024	5	2	20	83.33 %

Top performers turnover, %
Value, Score, 01-01-2024 - 06-05-2024



Top performers turnover, %
Value, Score, March 2024

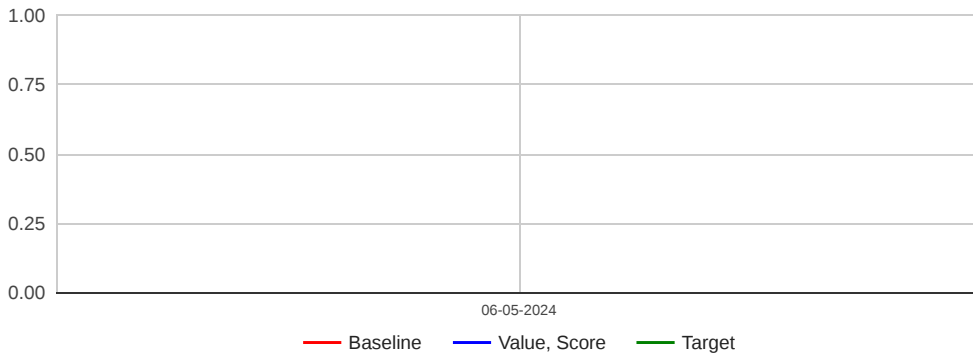


🔄 Quality/Complexity Complaints from Team

Details	
Unit of measure	
Owner	
Parent	Maintainable product

	Value	Target	Baseline	Progress
January 2024				

Quality/Complexity Complaints from Team
Value, Score, 01-01-2024 - 06-05-2024

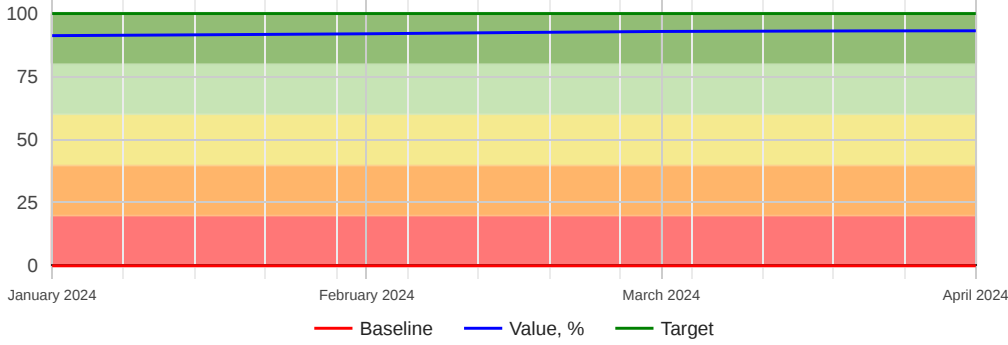


🔄 Root-Cause Analysis and Quality Assurance

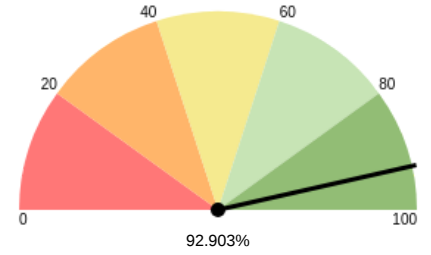
Details	
Unit of measure	%
Owner	

Parent		Maintainable product		
	Value	Target	Baseline	Progress
January 2024	91.245 %	100 %	0 %	95.18 %
February 2024	91.981 %	100 %	0 %	95.17 %
March 2024	92.903 %	100 %	0 %	94.95 %
April 2024	93.166 %	100 %	0 %	94.78 %

Root-Cause Analysis and Quality Assurance
Value, %, 01-01-2024 - 06-05-2024



Root-Cause Analysis and Quality Assurance
Value, %, March 2024



⚠ Identify the impact on operations

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

Details	How are we going to satisfy customer needs and meet financial goals?
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Prevent Critical Quality Problems

Details	
Owner	
Stakeholders	
Parent	Internal Business Processes

Analyze cybersecurity risks

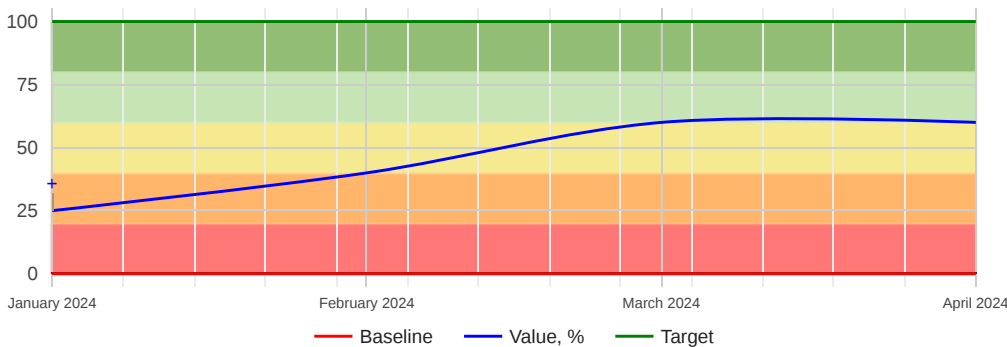
Details	
Parent	Prevent Critical Quality Problems
Owner	
Initiative type	Risk

Near miss reporting training

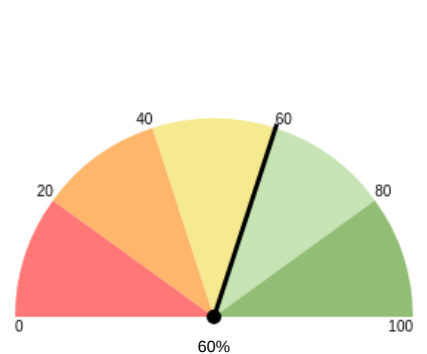
Details	
Unit of measure	%
Owner	
Parent	Prevent Critical Quality Problems

	Value	Target	Baseline	Progress
January 2024	25 %	100 %	0 %	25 %
February 2024	40 %	100 %	0 %	40 %
March 2024	60 %	100 %	0 %	60 %
April 2024	60 %	100 %	0 %	60 %

Near miss reporting training
Value, %, 01-01-2024 - 06-05-2024



Near miss reporting training
Value, %, March 2024



Company-wide training

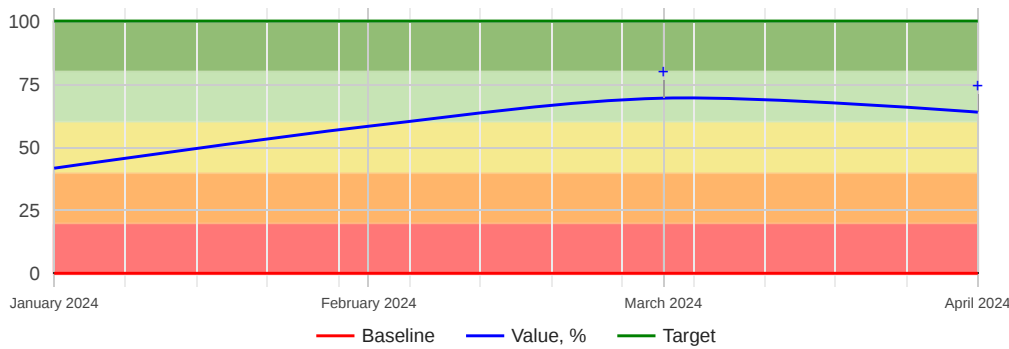
Details	Training program: 1. 2. 3.
Parent	Near miss reporting training
Owner	
Initiative type	Initiative

Learn to Prevent Quality Issues

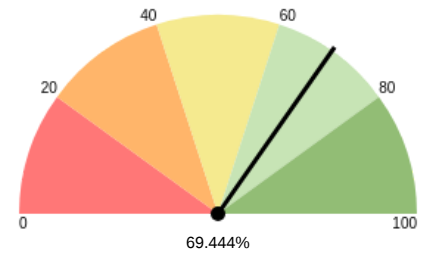
Details	
Unit of measure	%
Owner	
Parent	Prevent Critical Quality Problems

	Value	Target	Baseline	Progress
January 2024	41.667 %	100 %	0 %	41.67 %
February 2024	58.333 %	100 %	0 %	58.33 %
March 2024	69.444 %	100 %	0 %	69.44 %
April 2024	63.889 %	100 %	0 %	63.89 %

Learn to Prevent Quality Issues
Value, %, 01-01-2024 - 06-05-2024



Learn to Prevent Quality Issues
Value, %, March 2024



Requirements Ambiguity Analysis

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	Initiative

Implement Expert Reviews

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	Initiative

Aleatory Tests

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	Initiative

Implement Automated Tests

Details	
Parent	Learn to Prevent Quality Issues
Owner	

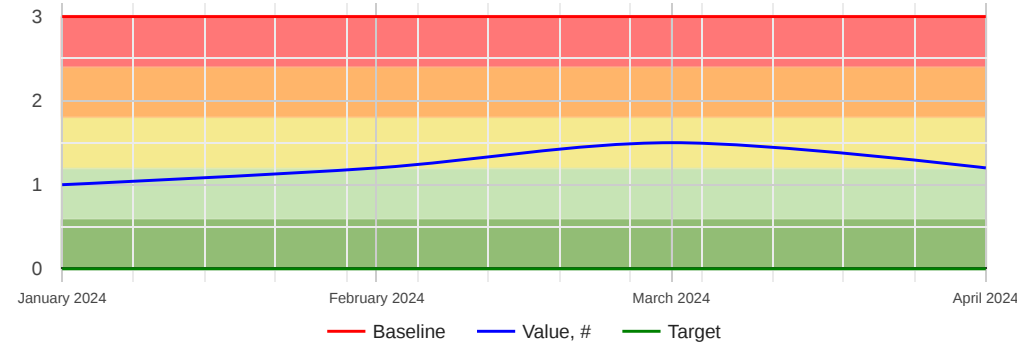
Initiative type	Initiative
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🔄 The number of critical problems per period

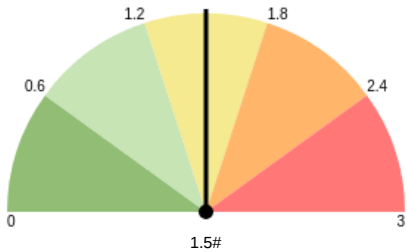
Details	
Unit of measure	#
Owner	
Parent	Prevent Critical Quality Problems

	Value	Target	Baseline	Progress
January 2024	1 #	0 #	3 #	66.67 %
February 2024	1.2 #	0 #	3 #	60 %
March 2024	1.5 #	0 #	3 #	50 %
April 2024	1.2 #	0 #	3 #	60 %

The number of critical problems per period
Value, #, 01-01-2024 - 06-05-2024



The number of critical problems per period
Value, #, March 2024

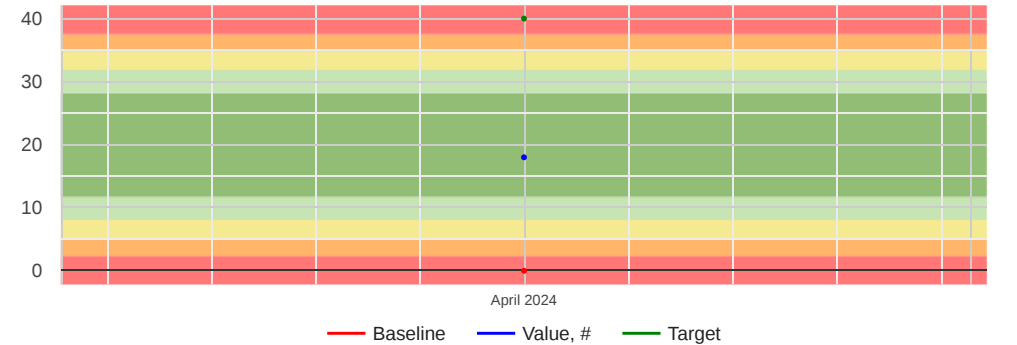


🔄 Quality issues backlog

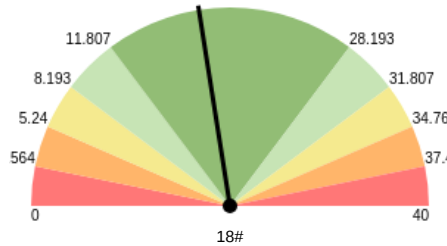
Details	
Unit of measure	#
Owner	
Parent	Prevent Critical Quality Problems

	Value	Target	Baseline	Progress
April 2024	18 #	40 #	0 #	98.77 %

Quality issues backlog
Value, #, 01-01-2024 - 06-05-2024



Quality issues backlog
Value, #, March 2024



📊 Solve Quality Issues Quickly

Details	
Owner	

Stakeholders	
Parent	Internal Business Processes

Decrease complexities of data and IT

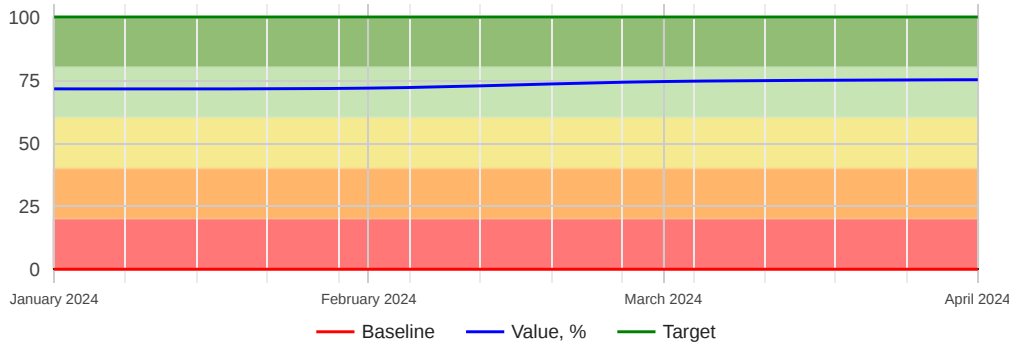
Details	
Parent	Solve Quality Issues Quickly
Owner	
Initiative type	Rationale

Quality Awareness

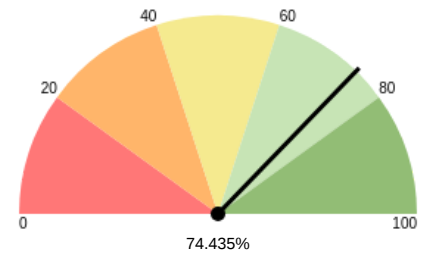
Details	
Unit of measure	%
Owner	
Parent	Solve Quality Issues Quickly

	Value	Target	Baseline	Progress
January 2024	71.536 %	100 %	0 %	44 %
February 2024	71.826 %	100 %	0 %	45.67 %
March 2024	74.435 %	100 %	0 %	60.67 %
April 2024	75.159 %	100 %	0 %	64.83 %

Quality Awareness
Value, %, 01-01-2024 - 06-05-2024



Quality Awareness
Value, %, March 2024

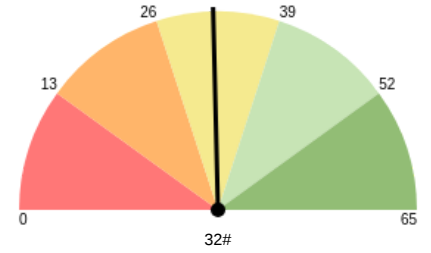
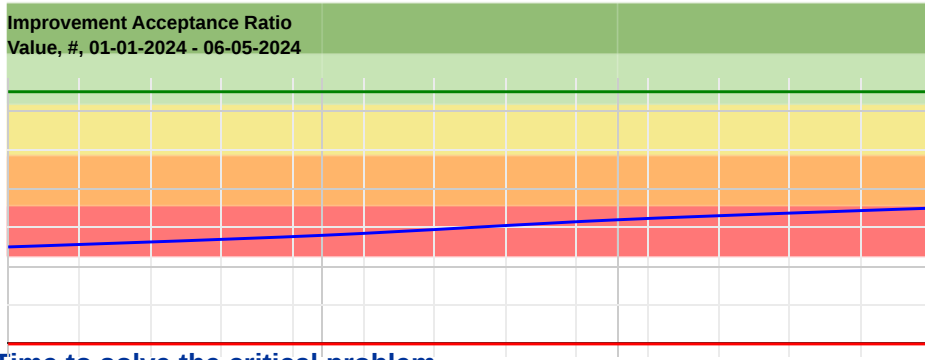


Improvement Acceptance Ratio

Details	Improvement Acceptance Ratio = Suggested ideas / Implemented ideas, %
Unit of measure	#
Owner	
Parent	Solve Quality Issues Quickly

	Value	Target	Baseline	Progress
January 2024	25 #	65 #	0 #	38.46 %
February 2024	28 #	65 #	0 #	43.08 %
March 2024	32 #	65 #	0 #	49.23 %
April 2024	35 #	65 #	0 #	53.85 %

Improvement Acceptance Ratio
Value, #, March 2024



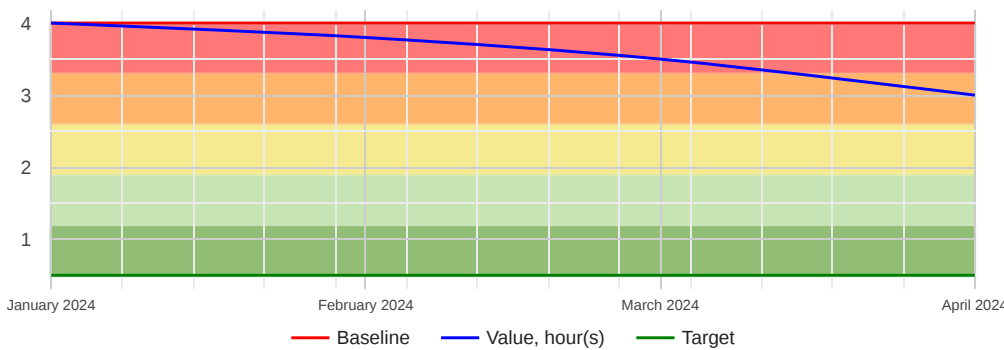
Time to solve the critical problem

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

	Value	Target	Baseline	Progress
January 2024	4 hours	0.5 hours	4 hours	0 %
February 2024	3.8 hours	0.5 hours	4 hours	5.71 %
March 2024	3.5 hours	0.5 hours	4 hours	14.29 %
April 2024	3 hours	0.5 hours	4 hours	28.57 %

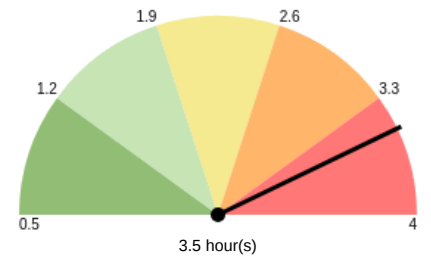
Time to solve the critical problem

Value, hour(s), 01-01-2024 - 06-05-2024



Time to solve the critical problem

Value, hour(s), March 2024



Root-Cause Analysis and Quality Assurance

Details	
Owner	
Stakeholders	
Parent	Internal Business Processes

⚠ Identify the impact on operations

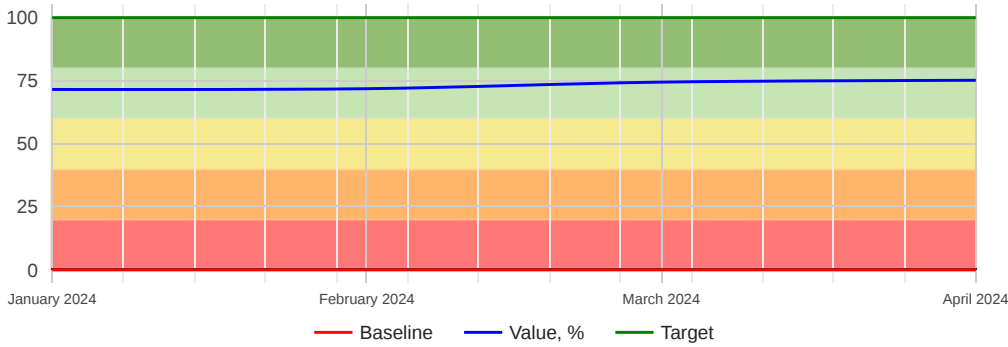
Details	
Parent	Root-Cause Analysis and Quality Assurance
Owner	
Initiative type	⚠ Risk

🔄 Quality Awareness

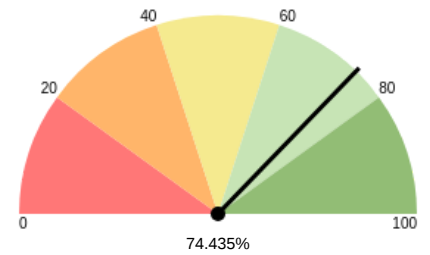
Details	
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Unit of measure	%			
Owner				
Parent	Root-Cause Analysis and Quality Assurance			
	Value	Target	Baseline	Progress
January 2024	71.536 %	100 %	0 %	44 %
February 2024	71.826 %	100 %	0 %	45.67 %
March 2024	74.435 %	100 %	0 %	60.67 %
April 2024	75.159 %	100 %	0 %	64.83 %

Quality Awareness
Value, %, 01-01-2024 - 06-05-2024



Quality Awareness
Value, %, March 2024

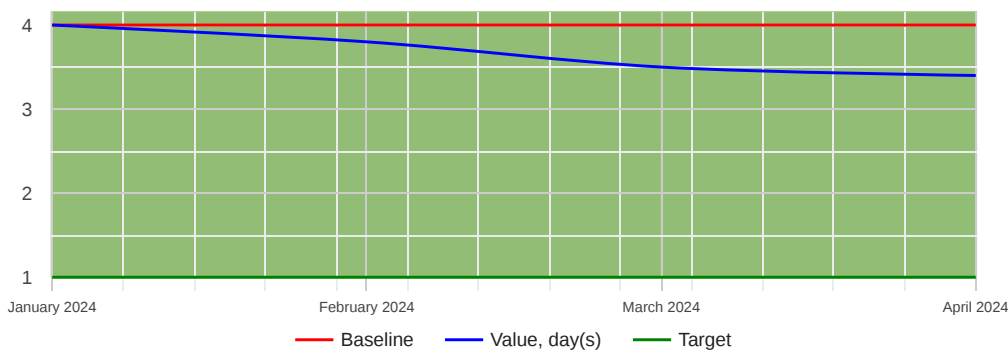


Time to develop prevention plan

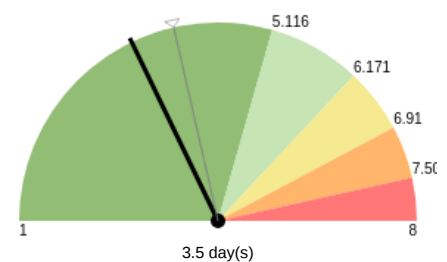
Details	
Unit of measure	day(s)
Owner	
Parent	Root-Cause Analysis and Quality Assurance

	Value	Target	Baseline	Progress
January 2024	4 days	1 days	4 days	100 %
February 2024	3.8 days	1 days	4 days	99.97 %
March 2024	3.5 days	1 days	4 days	99.54 %
April 2024	3.4 days	1 days	4 days	99.2 %

Time to develop prevention plan
Value, day(s), 01-01-2024 - 06-05-2024



Time to develop prevention plan
Value, day(s), March 2024

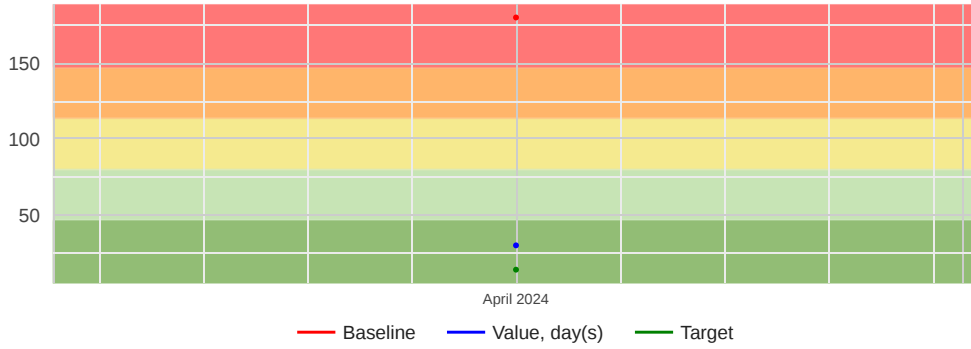


Time to implement prevention plan

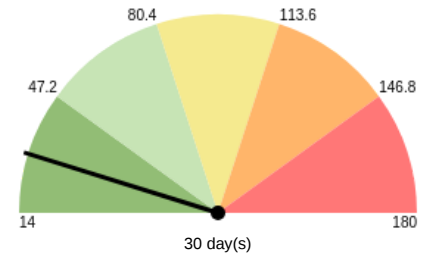
Details	
Unit of measure	day(s)

Owner				
Parent	Root-Cause Analysis and Quality Assurance			
	Value	Target	Baseline	Progress
April 2024	30 days	14 days	180 days	90.36 %

Time to implement prevention plan
Value, day(s), 01-01-2024 - 06-05-2024



Time to implement prevention plan
Value, day(s), March 2024




Details	How must the company learn and improve in order to achieve its vision?
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 **Near miss reporting training**

Details	
Owner	
Stakeholders	
Parent	Learning and Growth

 **Company-wide training**

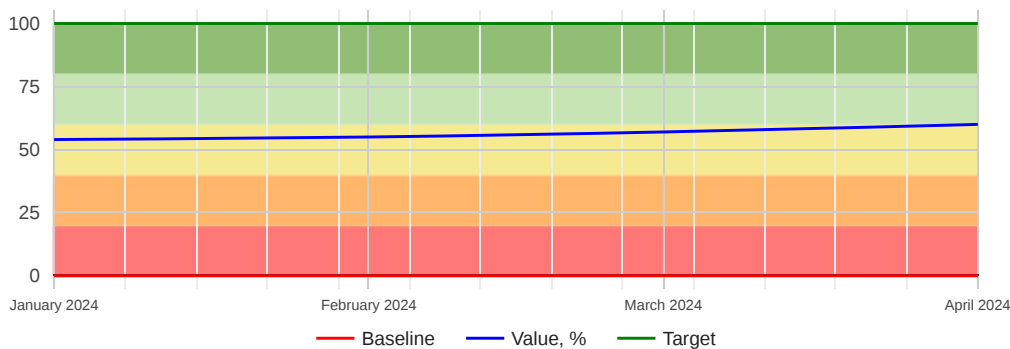
Details	Training program: 1. 2. 3.
Parent	Near miss reporting training
Owner	
Initiative type	 Initiative

 **Near miss awareness training penetration, %**

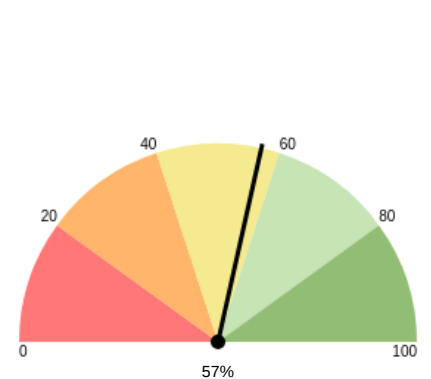
Details	
Unit of measure	%
Owner	
Parent	Near miss reporting training

	Value	Target	Baseline	Progress
January 2024	54 %	100 %	0 %	54 %
February 2024	55 %	100 %	0 %	55 %
March 2024	57 %	100 %	0 %	57 %
April 2024	60 %	100 %	0 %	60 %

Near miss awareness training penetration, %
Value, %, 01-01-2024 - 06-05-2024



Near miss awareness training penetration, %
Value, %, March 2024

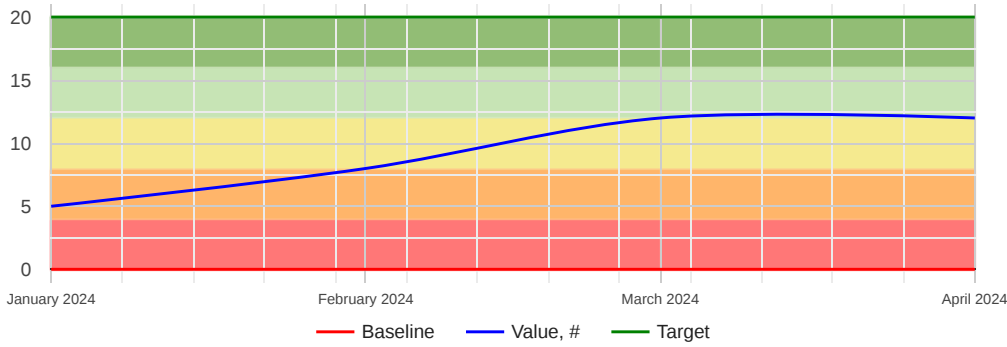


 **Near miss issues reported**

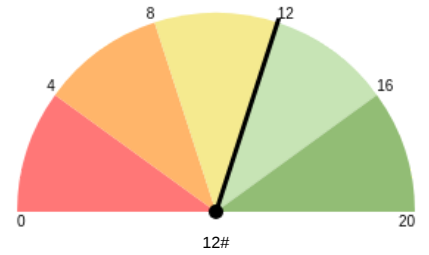
Details	
Unit of measure	#
Owner	
Parent	Near miss reporting training

	Value	Target	Baseline	Progress
January 2024	5 #	20 #	0 #	25 %
February 2024	8 #	20 #	0 #	40 %
March 2024	12 #	20 #	0 #	60 %
April 2024	12 #	20 #	0 #	60 %

Near miss issues reported
Value, #, 01-01-2024 - 06-05-2024



Near miss issues reported
Value, #, March 2024



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

Implement Expert Reviews

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	Initiative

Aleatory Tests

Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	Initiative

Implement Automated Tests

Details	
Parent	Learn to Prevent Quality Issues

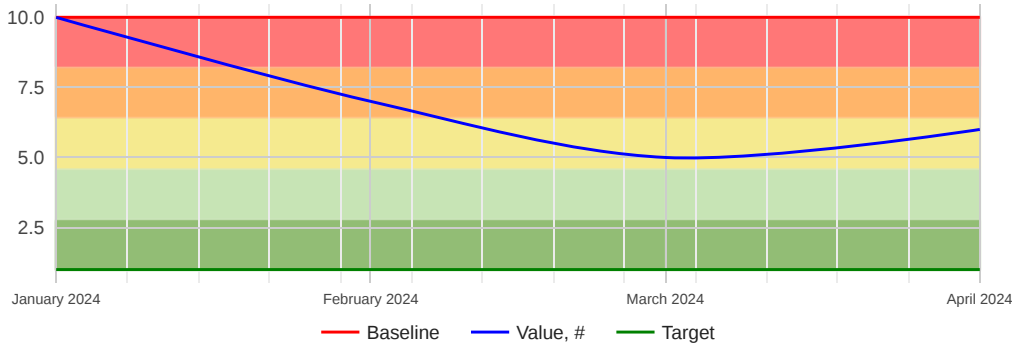
Owner	
Initiative type	📅 Initiative

🔄 Ambiguities per requirements page

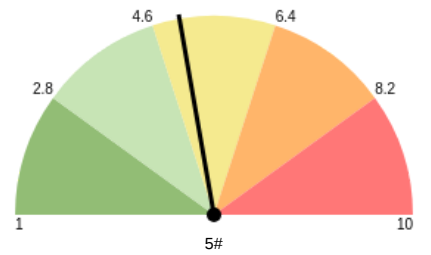
Details	
Unit of measure	#
Owner	
Parent	Learn to Prevent Quality Issues

	Value	Target	Baseline	Progress
January 2024	📊 10 #	📊 1 #	📊 10 #	📊 0 %
February 2024	📊 7 #	📊 1 #	📊 10 #	📊 33.33 %
March 2024	📊 5 #	📊 1 #	📊 10 #	📊 55.56 %
April 2024	📊 6 #	📊 1 #	📊 10 #	📊 44.44 %

Ambiguities per requirements page
Value, #, 01-01-2024 - 06-05-2024



Ambiguities per requirements page
Value, #, March 2024

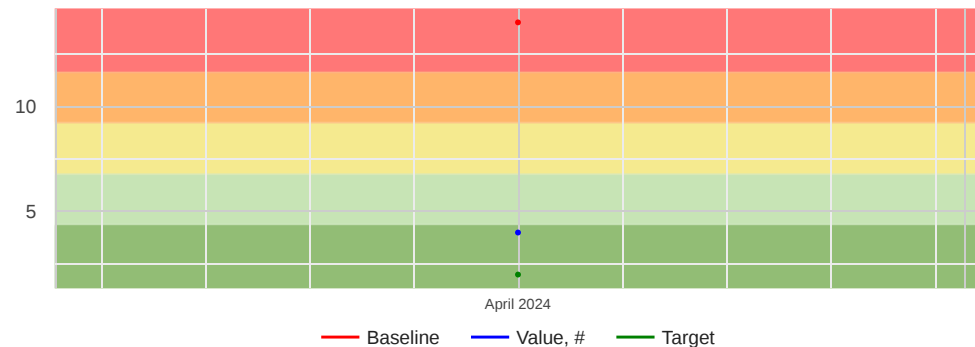


🔄 Expert Review Metric (WTF/Minute)

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

	Value	Target	Baseline	Progress
April 2024	📊 4 #	📊 2 #	📊 14 #	📊 83.33 %

Expert Review Metric (WTF/Minute)
Value, #, 01-01-2024 - 06-05-2024



Expert Review Metric (WTF/Minute)
Value, #, March 2024



📊 Quality Awareness

Details	
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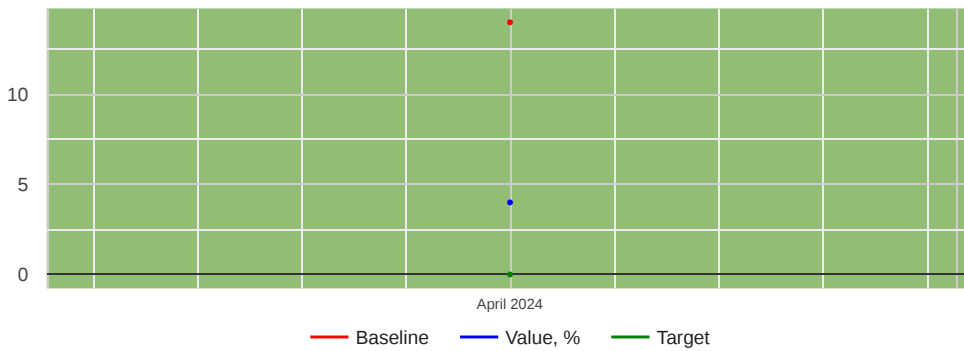
Owner	
Stakeholders	
Parent	Learning and Growth

🔄 Outdated training materials, %

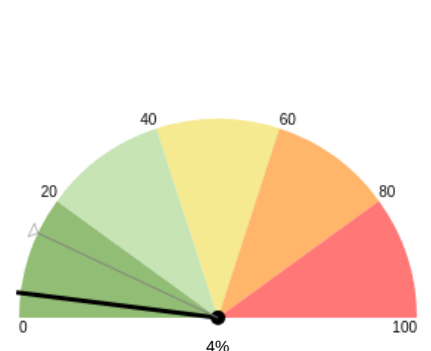
Details	
Unit of measure	%
Owner	
Parent	Quality Awareness

	Value	Target	Baseline	Progress
April 2024	4 %	0 %	14 %	71.43 %

Outdated training materials, %
Value, %, 01-01-2024 - 06-05-2024



Outdated training materials, %
Value, %, March 2024

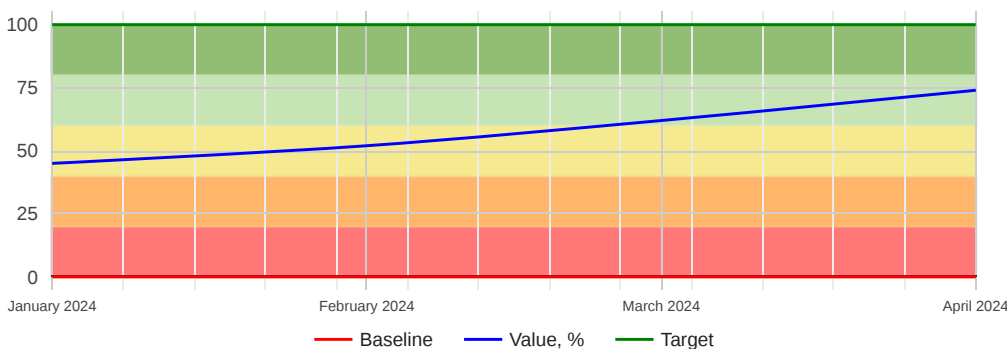


🔄 Quality training penetration, %

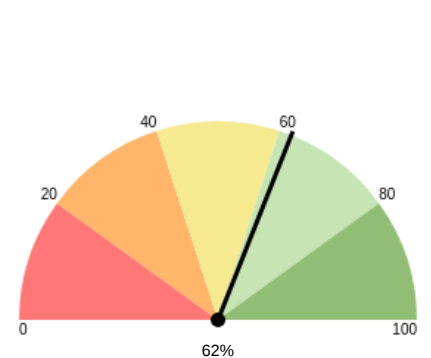
Details	
Unit of measure	%
Owner	
Parent	Quality Awareness

	Value	Target	Baseline	Progress
January 2024	45 %	100 %	0 %	45 %
February 2024	52 %	100 %	0 %	52 %
March 2024	62 %	100 %	0 %	62 %
April 2024	74 %	100 %	0 %	74 %

Quality training penetration, %
Value, %, 01-01-2024 - 06-05-2024



Quality training penetration, %
Value, %, March 2024

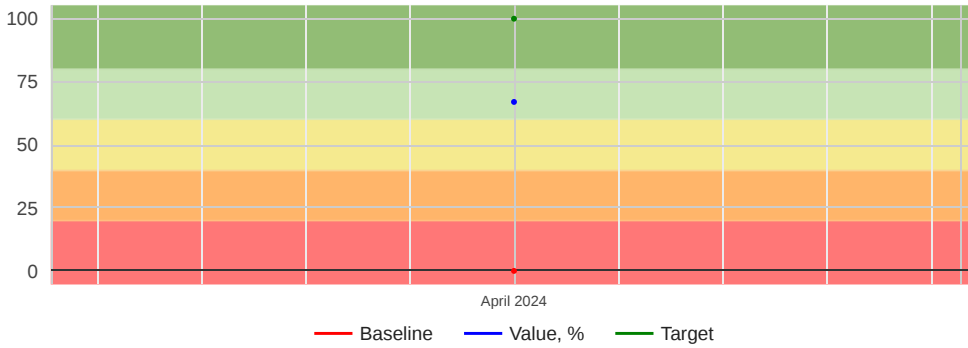


🔄 Quality program awareness, %

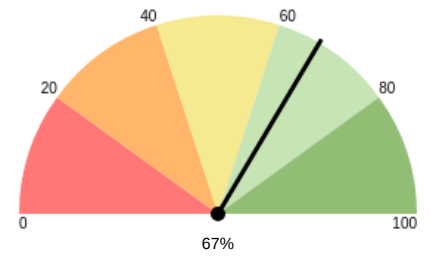
Details	
Unit of measure	%
Owner	
Parent	Quality Awareness

	Value	Target	Baseline	Progress
April 2024	67 %	100 %	0 %	67 %

Quality program awareness, %
Value, %, 01-01-2024 - 06-05-2024



Quality program awareness, %
Value, %, March 2024

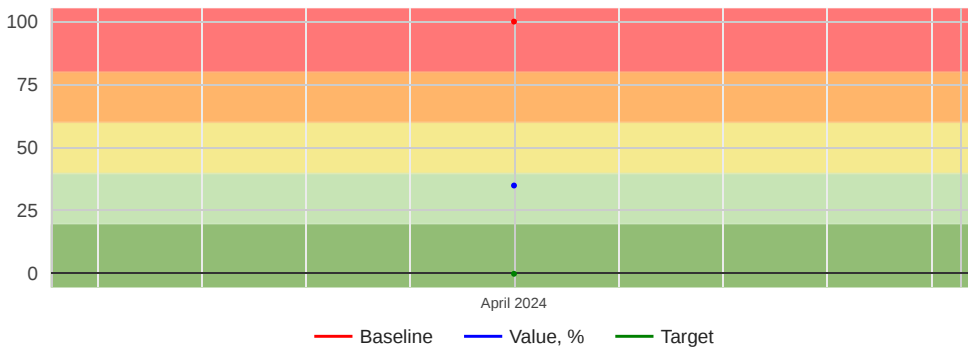


Communication redundancy

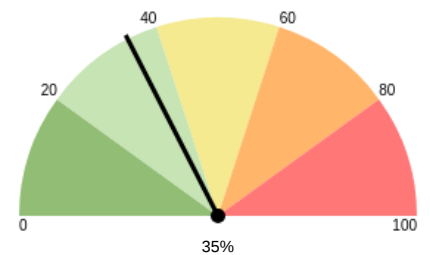
Details	Average Communication redundancy, % = (Average message size – Shortest message size) / Average message size.
Unit of measure	%
Owner	
Parent	Quality Awareness

	Value	Target	Baseline	Progress
April 2024	35 %	0 %	100 %	65 %

Communication redundancy
Value, %, 01-01-2024 - 06-05-2024



Communication redundancy
Value, %, March 2024



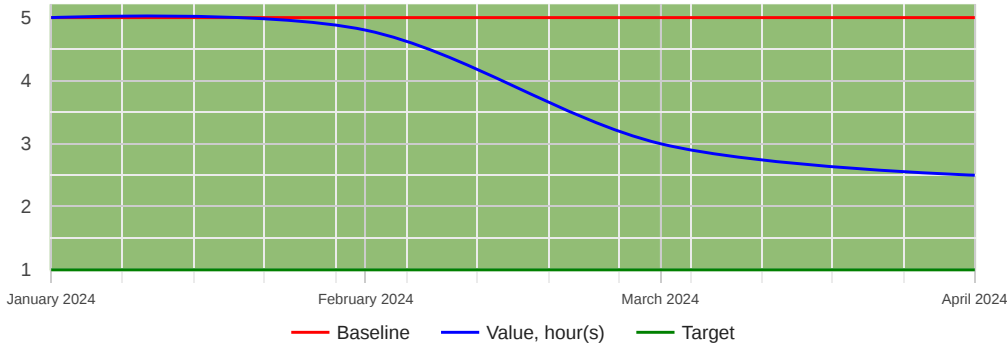
Time to respond to quality issue

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

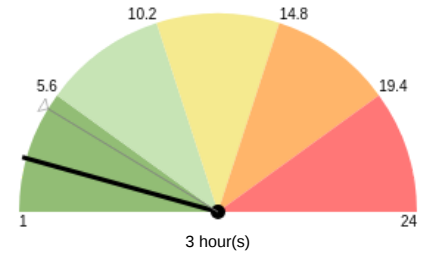
	Value	Target	Baseline	Progress
January 2024	5 hours	1 hours	5 hours	0 %

February 2024	4.8 hours	1 hours	5 hours	5 %
March 2024	3 hours	1 hours	5 hours	50 %
April 2024	2.5 hours	1 hours	5 hours	62.5 %

Time to respond to quality issue
Value, hour(s), 01-01-2024 - 06-05-2024



Time to respond to quality issue
Value, hour(s), March 2024



Author:

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