

# Overview



# Overview

Report title	Overview
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: <a href="https://bscdesigner.com/quality-kpis.htm">https://bscdesigner.com/quality-kpis.htm</a>
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

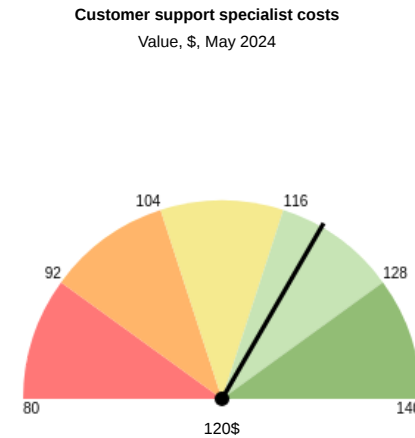
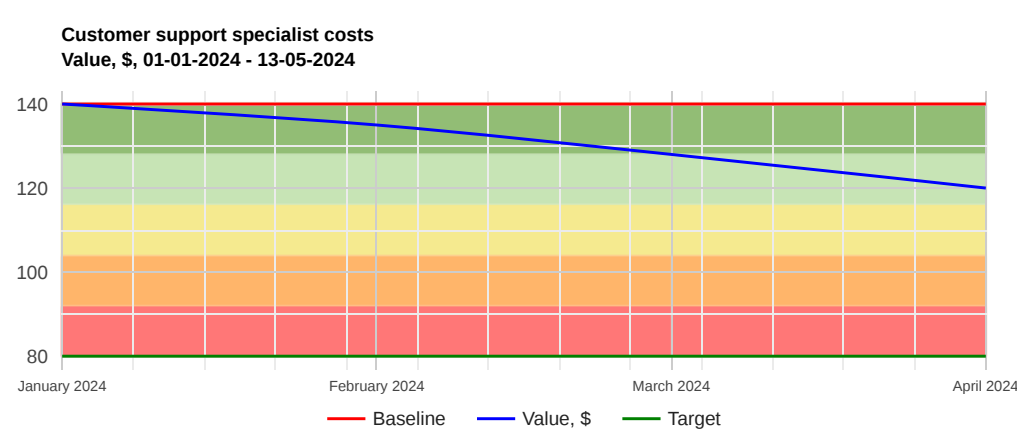
**Cost of Poor Quality**

Details	
Owner	
Stakeholders	
Parent	Sustainable growth

**Customer support specialist costs**

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

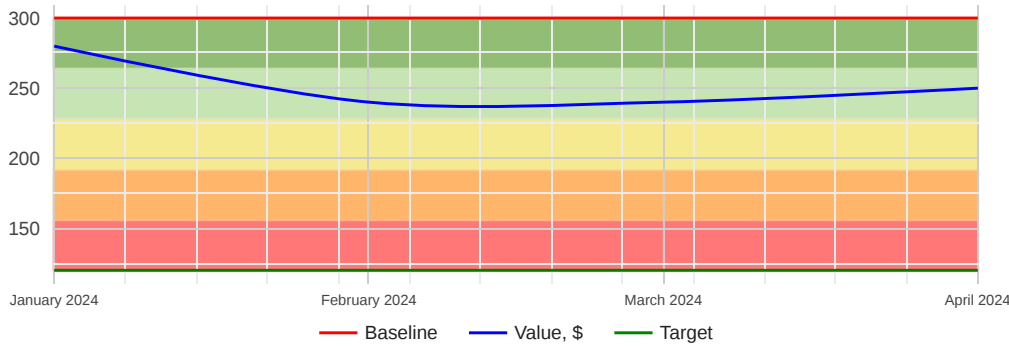
	Value	Target	Baseline	Progress
January 2024	140 \$	80 \$	140 \$	
February 2024	135 \$	80 \$	140 \$	
March 2024	128 \$	80 \$	140 \$	
April 2024	120 \$	80 \$	140 \$	



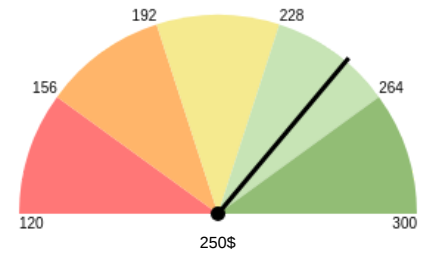
Details	
Unit of measure	\$
Owner	
Parent	Cost of Poor Quality

	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 - 13-05-2024



**Solution costs**  
Value, \$, May 2024

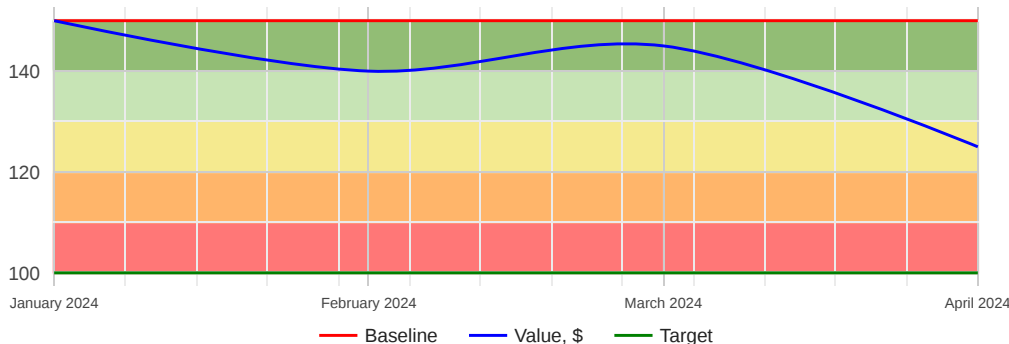


**Brand impact costs**

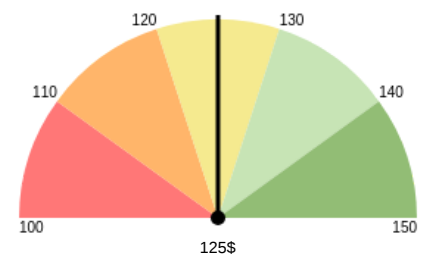
Details	
Unit of measure	\$
Owner	
Parent	Cost of Poor Quality

	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 - 13-05-2024



**Brand impact costs**  
Value, \$, May 2024

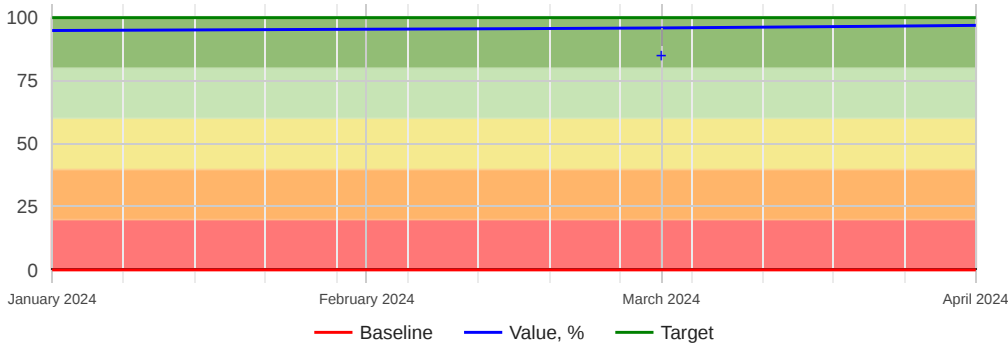


**Maintainable product**

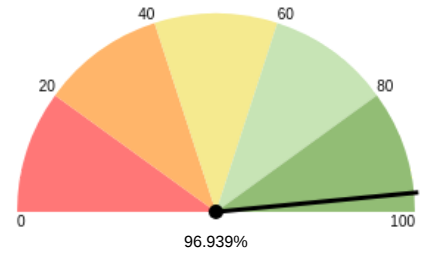
Details	
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Unit of measure	%			
Owner				
Parent	Sustainable growth			
	Value	Target	Baseline	Progress
January 2024	94.898 %	100 %	0 %	72.22 %
February 2024	95.408 %	100 %	0 %	75 %
March 2024	95.918 %	100 %	0 %	77.78 %
April 2024	96.939 %	100 %	0 %	83.33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

**Maintainable product**  
Value, %, 01-01-2024 - 13-05-2024



**Maintainable product**  
Value, %, May 2024



**Identify the impact on operations**

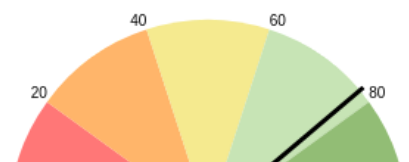
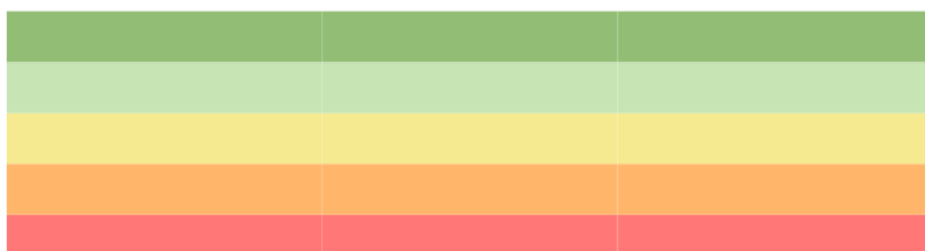
Details	
Parent	Maintainable product
Owner	
Initiative type	Initiative

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

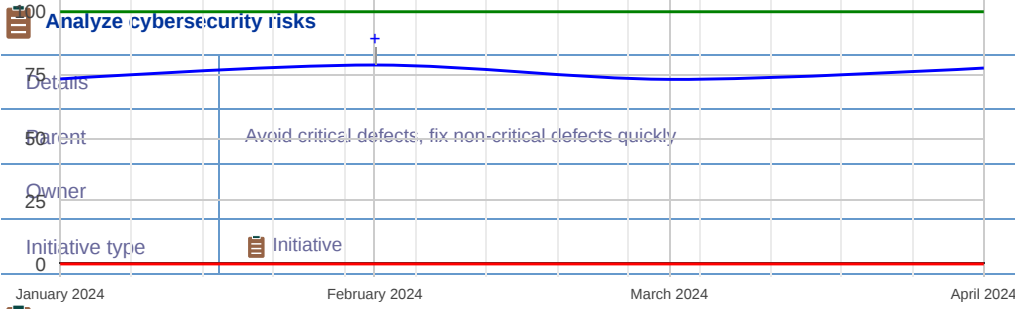
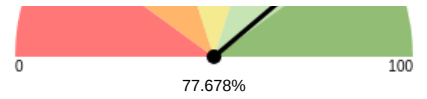
Details	
Unit of measure	%
Owner	
Parent	Sustainable growth

	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, %, May 2024



**Avoid critical defects, fix non-critical defects quickly**  
 Value, %, 01-01-2024 - 13-05-2024



**Decrease complexities of data and IT**

Baseline Value, % Target

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**

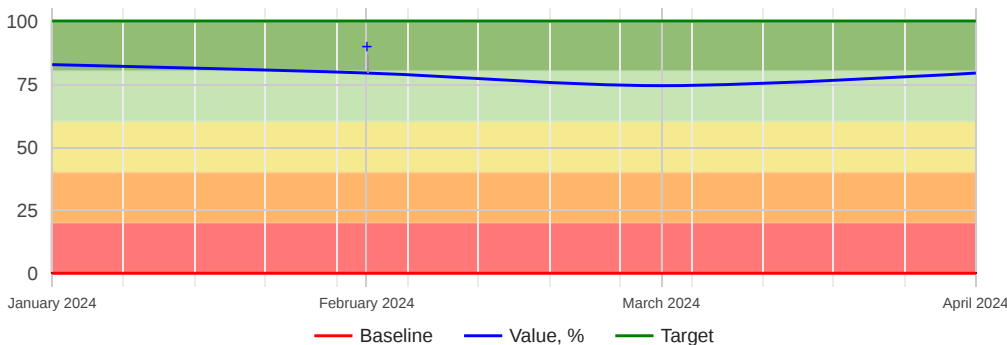
Details	
Parent	Avoid critical defects, fix non-critical defects quickly
Owner	
Initiative type	Initiative

**Prevent Critical Quality Problems**

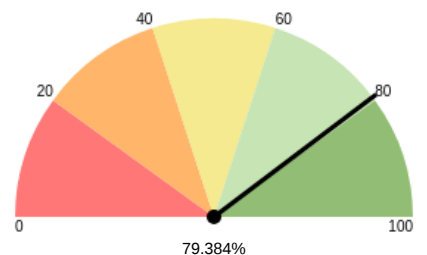
Details	
Unit of measure	%
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

	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 - 13-05-2024



**Prevent Critical Quality Problems**  
Value, %, May 2024



**Analyze cybersecurity risks**

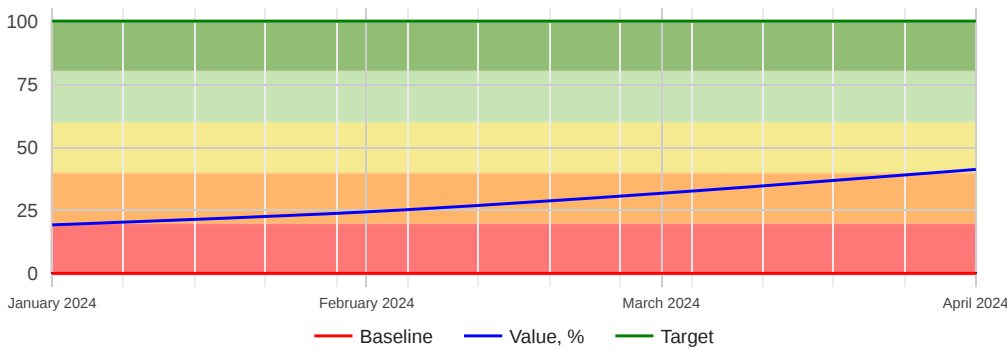
Details	
Parent	Prevent Critical Quality Problems
Owner	
Initiative type	⚠ Risk

🔄 **Solve Quality Issues Quickly**

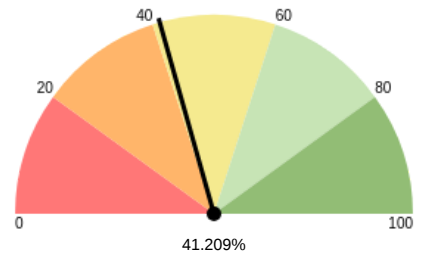
Details	
Unit of measure	%
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

	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 - 13-05-2024



**Solve Quality Issues Quickly**  
Value, %, May 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

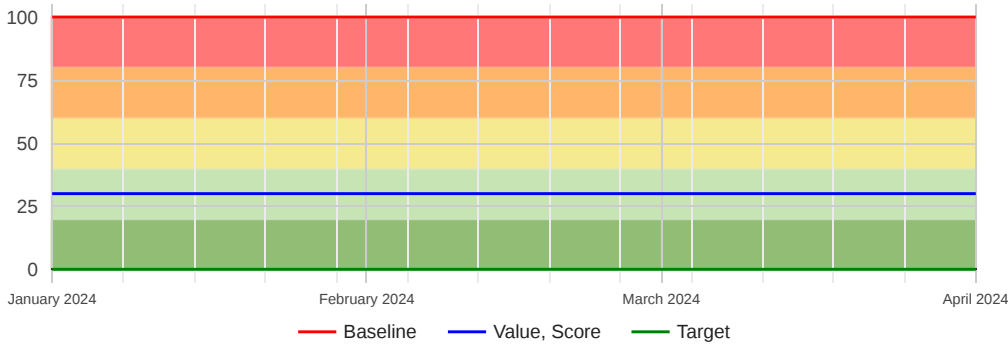
🔄 **Excessive timing**

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 - 13-05-2024



**Excessive timing**  
Value, Score, May 2024

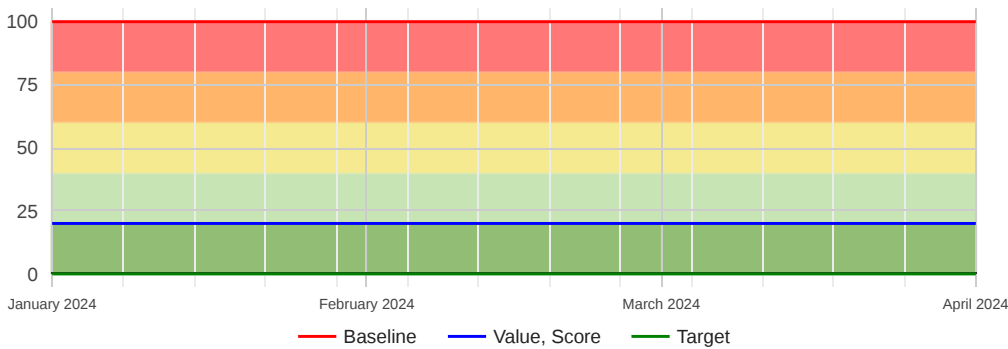


**Excessive choices**

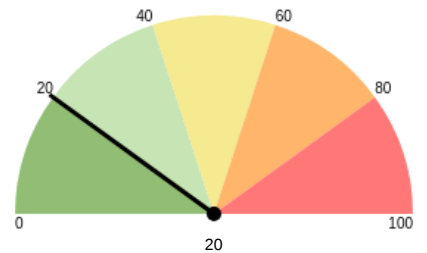
Details	
Unit of measure	
Owner	
Parent	Complexity index

	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 - 13-05-2024



**Excessive choices**  
Value, Score, May 2024



**Excessive explanations**

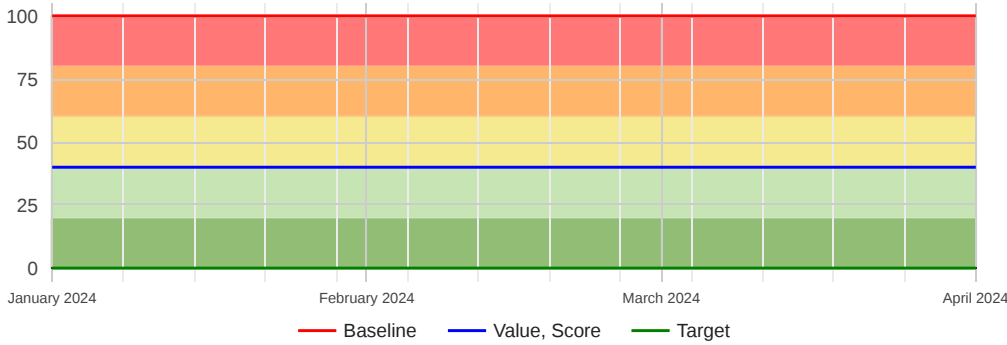
Details	
Unit of measure	
Owner	
Parent	Complexity index

	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 - 13-05-2024

**Excessive explanations**  
Value, Score, May 2024



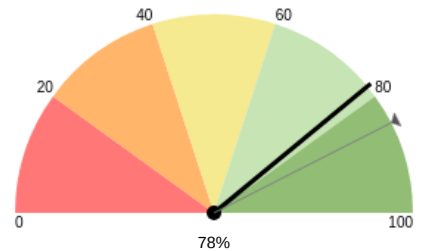
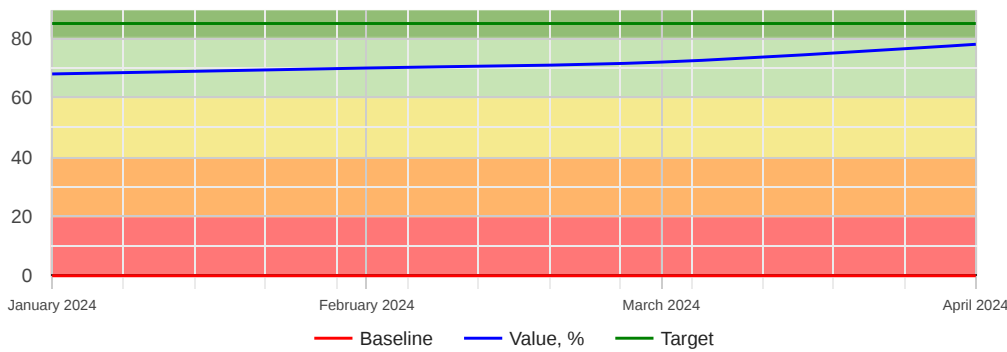
**Customer retention rate, %**

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 - 13-05-2024

**Customer retention rate, %**  
Value, %, May 2024



**NPS**

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

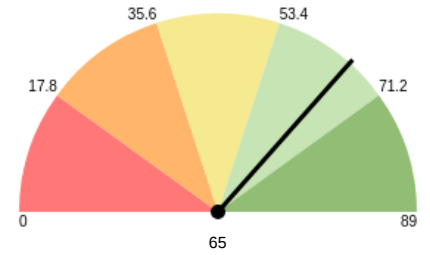
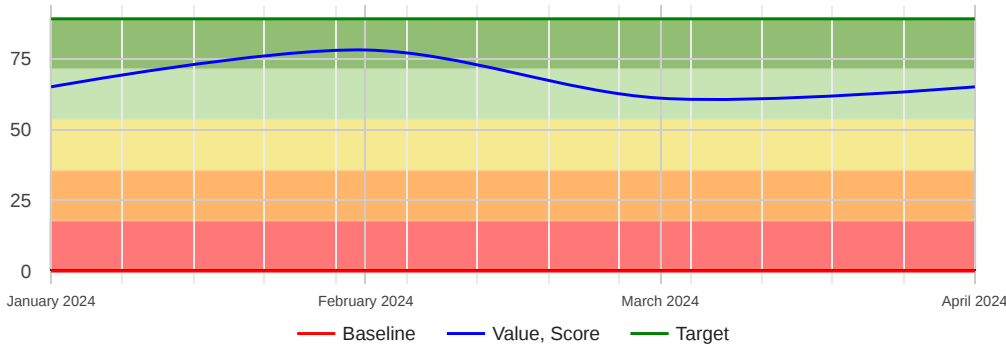
	Value	Target	Baseline	Progress
January 2024	▮ 65	▮ 89	▮ 0	▮ 73.03 %
February 2024	▮ 78	▮ 89	▮ 0	▮ 87.64 %

March 2024	61	89	0	68.54 %
April 2024	65	89	0	73.03 %

**NPS**

Value, Score, 01-01-2024 - 13-05-2024

**NPS**  
Value, Score, May 2024

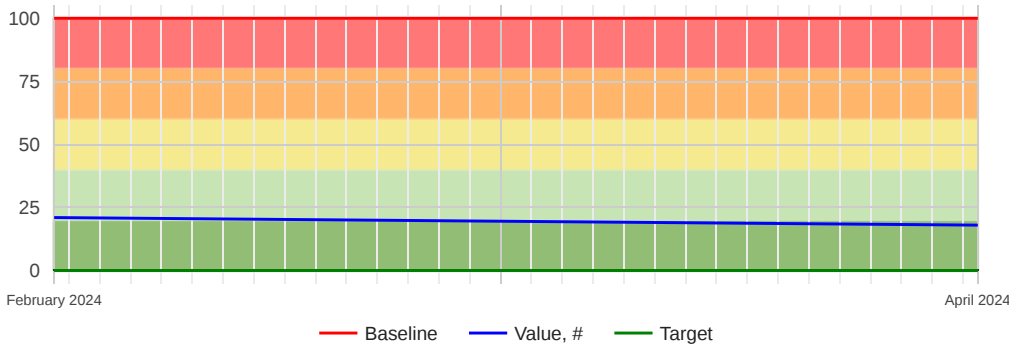


**Number of Complaints per Period**

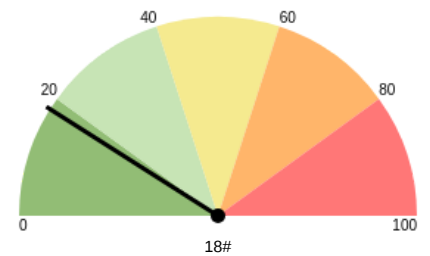
Details	
Unit of measure	#
Owner	
Parent	Avoid critical defects, fix non-critical defects quickly

	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 - 13-05-2024



**Number of Complaints per Period**  
Value, #, May 2024



**Maintainable product**

Details	
Owner	
Stakeholders	
Parent	Customer

**Identify the impact on operations**

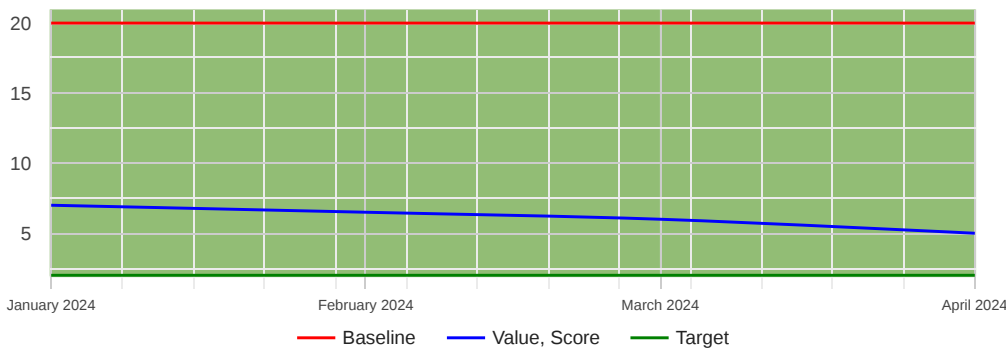
Details	
Parent	Maintainable product
Owner	
Initiative type	Initiative

**Top performers turnover, %**

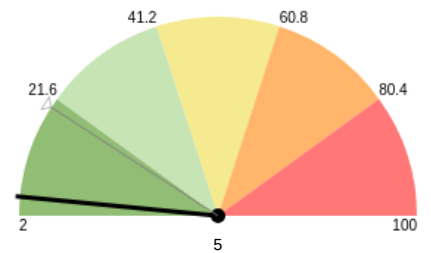
Details	
Unit of measure	
Owner	
Parent	Maintainable product

	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 - 13-05-2024



**Top performers turnover, %**  
Value, Score, May 2024

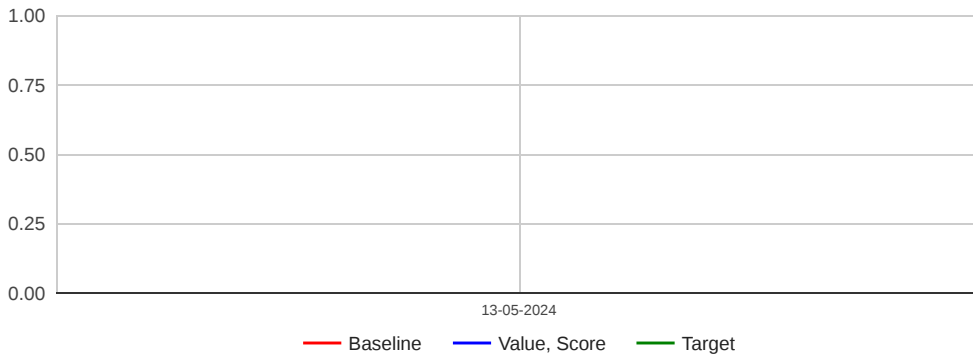


**Quality/Complexity Complaints from Team**

Details	
Unit of measure	
Owner	
Parent	Maintainable product

	Value	Target	Baseline	Progress
January 2024				

**Quality/Complexity Complaints from Team**  
Value, Score, 01-01-2024 - 13-05-2024

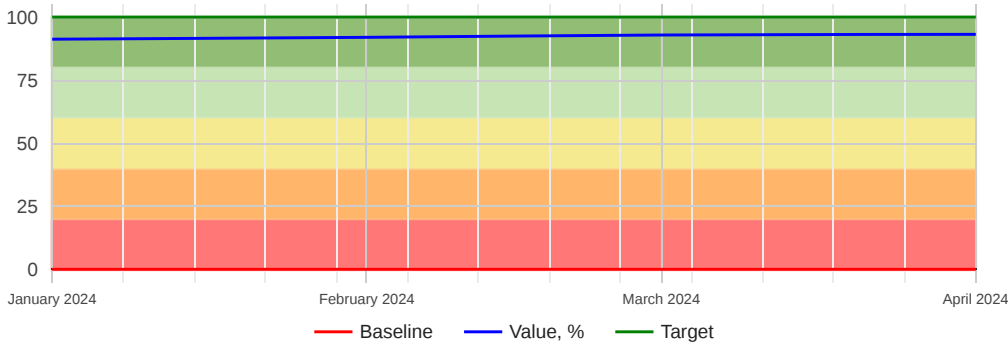


**Root-Cause Analysis and Quality Assurance**

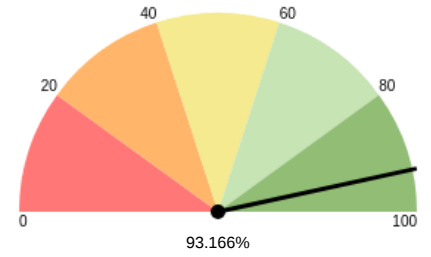
Details	
Unit of measure	%
Owner	
Parent	Maintainable product

	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 - 13-05-2024



**Root-Cause Analysis and Quality Assurance**  
Value, %, May 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**

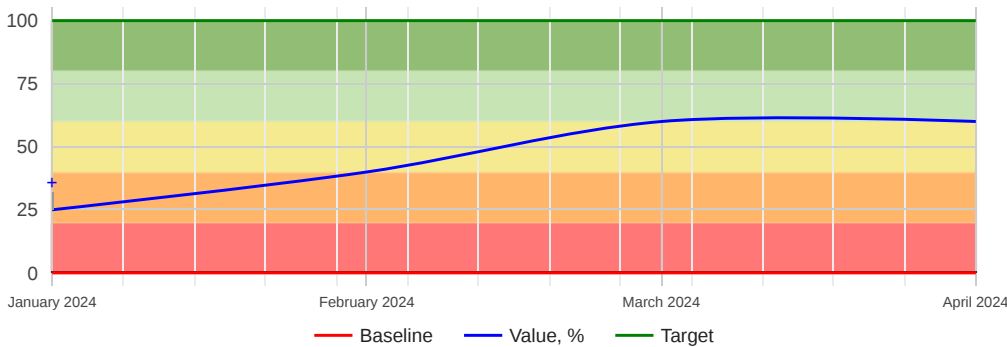
Details	
Parent	Prevent Critical Quality Problems
Owner	
Initiative type	Risk

**Near miss reporting training**

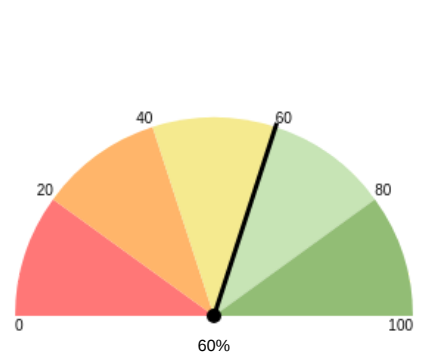
Details	
Unit of measure	%
Owner	
Parent	Prevent Critical Quality Problems

	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 - 13-05-2024



**Near miss reporting training**  
Value, %, May 2024



**Company-wide training**

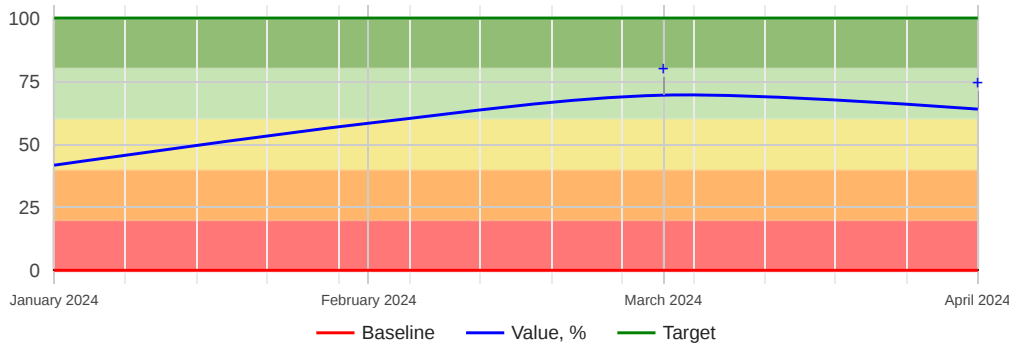
Details	Training program: 1. 2. 3.
Parent	Near miss reporting training
Owner	
Initiative type	Initiative

**Learn to Prevent Quality Issues**

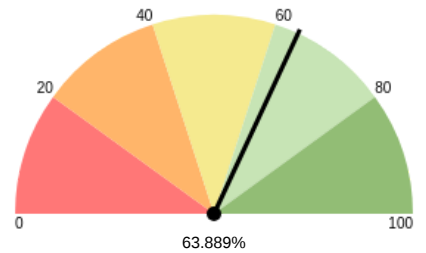
Details	
Unit of measure	%
Owner	
Parent	Prevent Critical Quality Problems

	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 - 13-05-2024



**Learn to Prevent Quality Issues**  
Value, %, May 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**

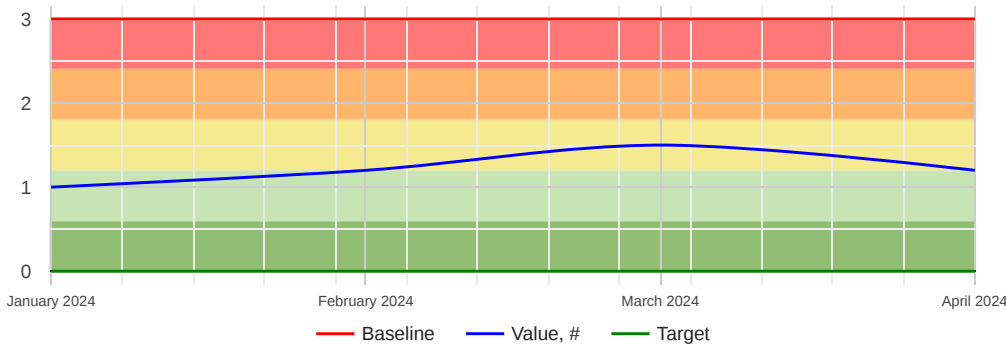
Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	Initiative

**The number of critical problems per period**

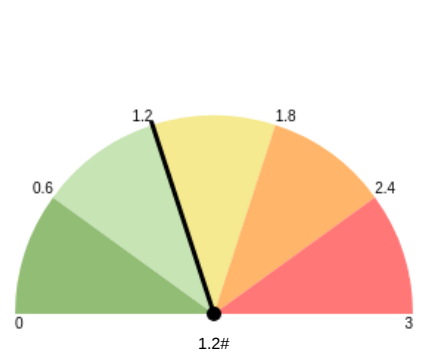
Details	
Unit of measure	#
Owner	
Parent	Prevent Critical Quality Problems

	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 - 13-05-2024



**The number of critical problems per period**  
Value, #, May 2024

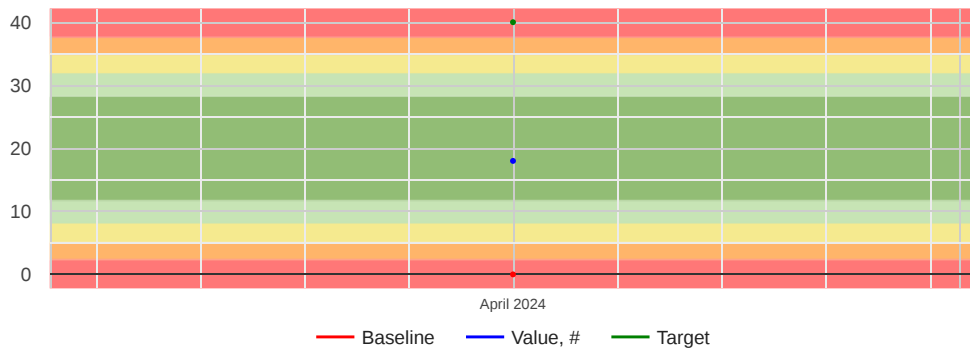


**Quality issues backlog**

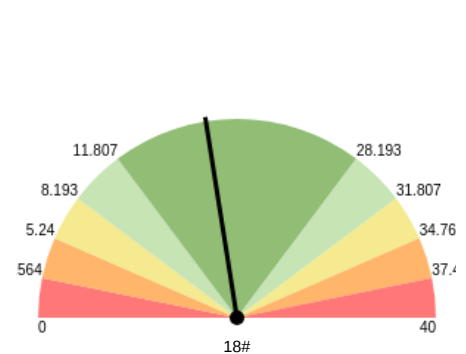
Details	
Unit of measure	#
Owner	
Parent	Prevent Critical Quality Problems

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

**Quality issues backlog**  
Value, #, 01-01-2024 - 13-05-2024



**Quality issues backlog**  
Value, #, May 2024



**Solve Quality Issues Quickly**

Details	
Owner	
Stakeholders	



Parent	Internal Business Processes
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**Decrease complexities of data and IT**

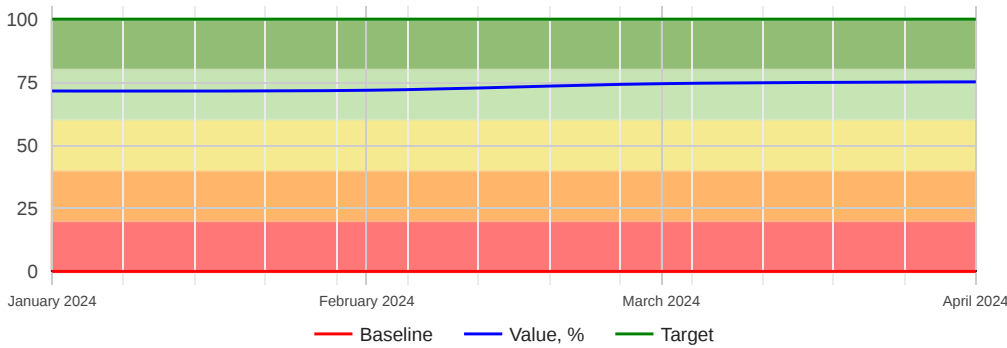
Details	
Parent	Solve Quality Issues Quickly
Owner	
Initiative type	Rationale

**Quality Awareness**

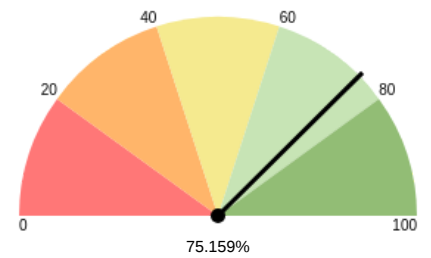
Details	
Unit of measure	%
Owner	
Parent	Solve Quality Issues Quickly

	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 - 13-05-2024



**Quality Awareness**  
Value, %, May 2024



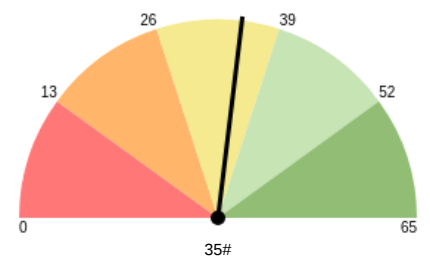
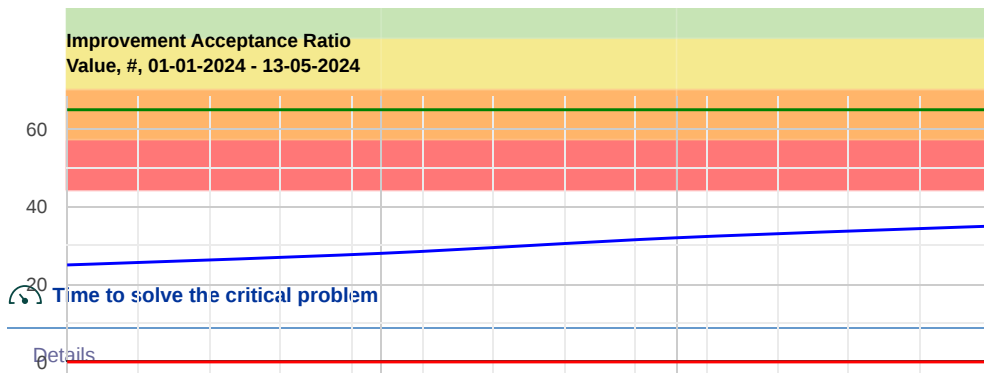
**Improvement Acceptance Ratio**

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 %

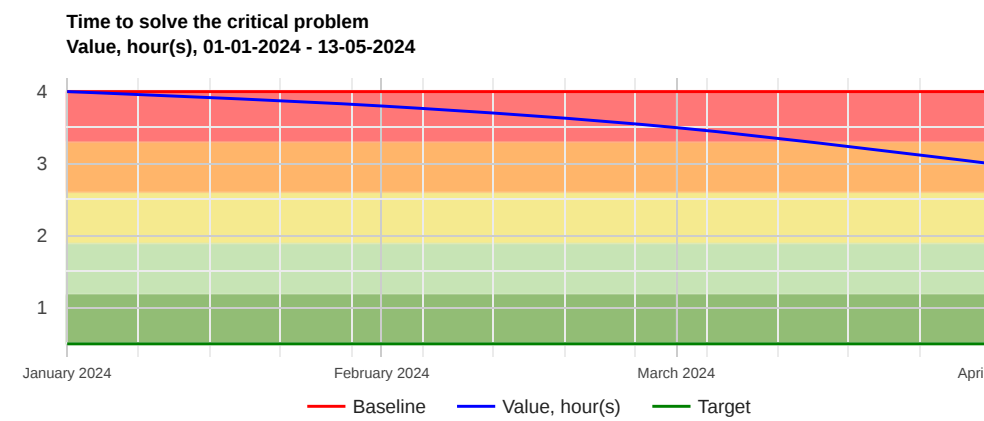
**Improvement Acceptance Ratio**  
Value, #, May 2024





January 2024	February 2024	March 2024	April 2024
Unit of measure: hour(s) Value, #			
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), May 2024



### Root-Cause Analysis and Quality Assurance

Details	
Owner	
Stakeholders	
Parent	Internal Business Processes

### ⚠ Identify the impact on operations

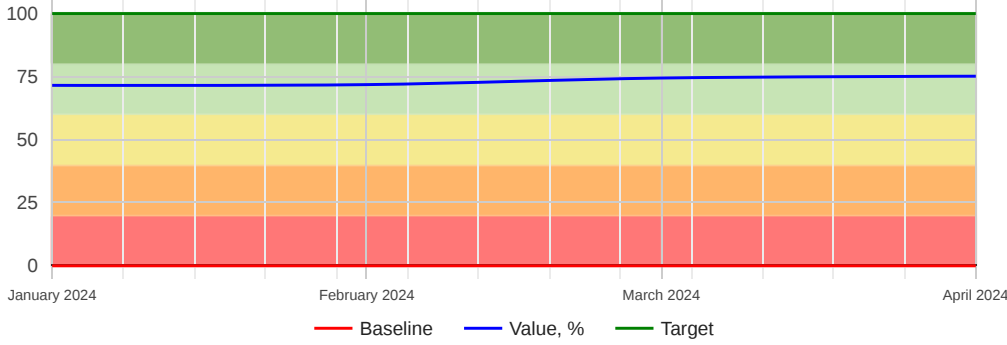
Details	
Parent	Root-Cause Analysis and Quality Assurance
Owner	
Initiative type	⚠ Risk

### 🔄 Quality Awareness

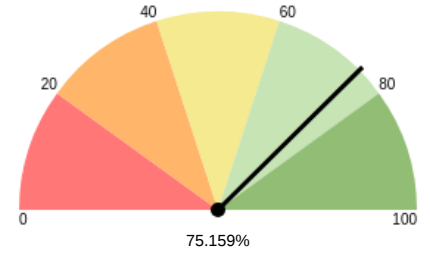
Details	
Unit of measure	%
Owner	

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 - 13-05-2024



**Quality Awareness**  
Value, %, May 2024

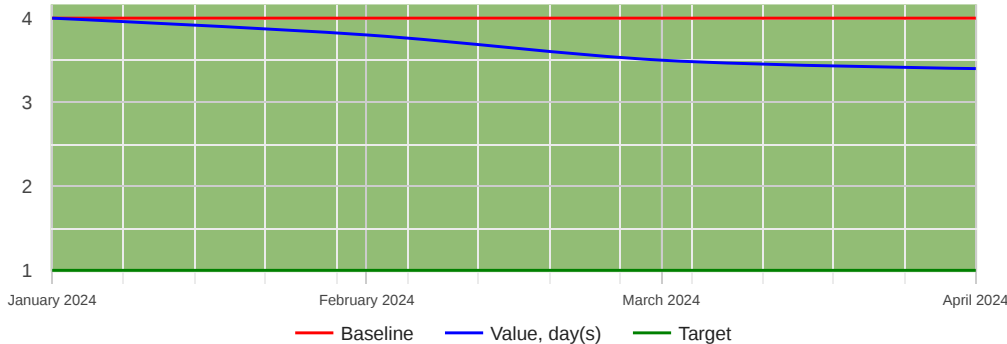


**Time to develop prevention plan**

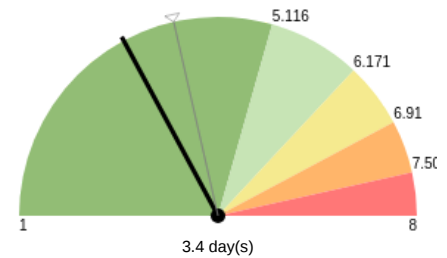
Details	
Unit of measure	day(s)
Owner	
Parent	Root-Cause Analysis and Quality Assurance

	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 - 13-05-2024



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

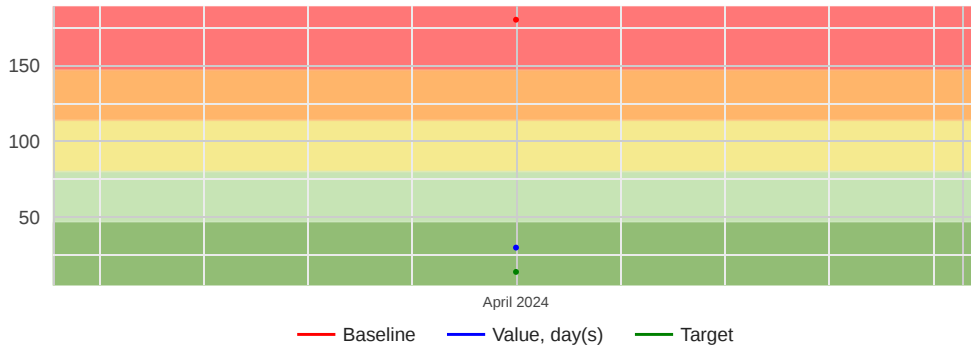


**Time to implement prevention plan**

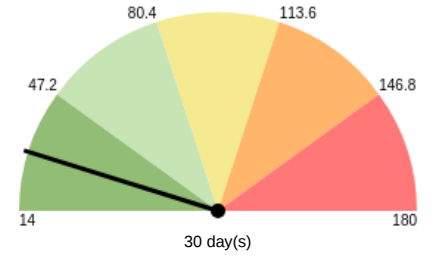
Details	
Unit of measure	day(s)
Owner	
Parent	Root-Cause Analysis and Quality Assurance

	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 - 13-05-2024



**Time to implement prevention plan**  
Value, day(s), May 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**

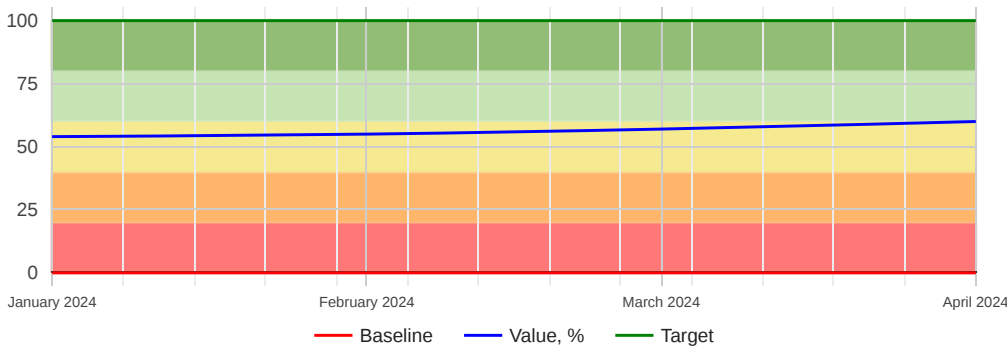
Details	Training program: 1. 2. 3.
Parent	Near miss reporting training
Owner	
Initiative type	Initiative

**Near miss awareness training penetration, %**

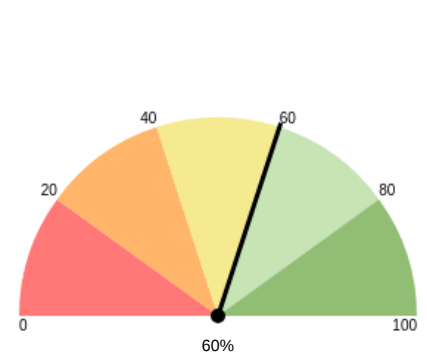
Details	
Unit of measure	%
Owner	
Parent	Near miss reporting training

	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 - 13-05-2024



**Near miss awareness training penetration, %**  
Value, %, May 2024



**Near miss issues reported**

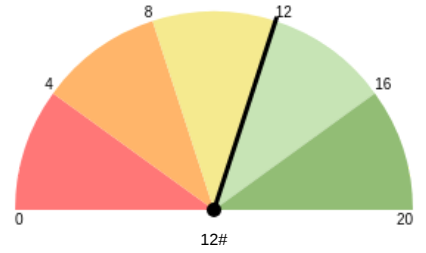
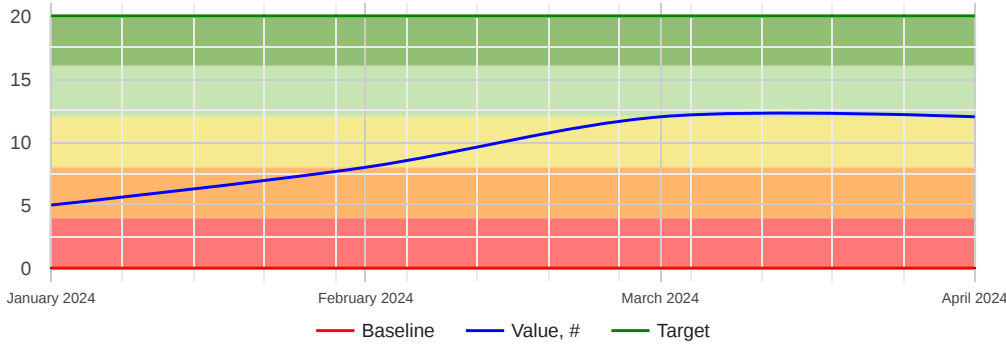
Details	
Unit of measure	#
Owner	
Parent	Near miss reporting training

	Value	Target	Baseline	Progress
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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 - 13-05-2024

**Near miss issues reported**  
Value, #, May 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

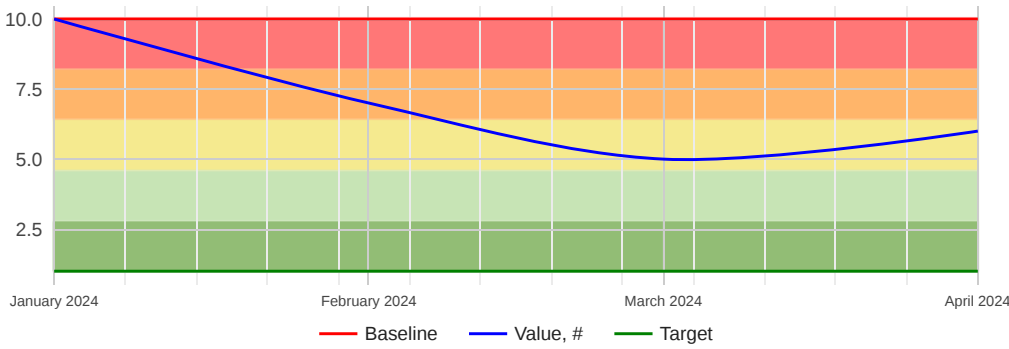
Details	
Parent	Learn to Prevent Quality Issues
Owner	
Initiative type	Initiative

[Ambiguities per requirements page](#)

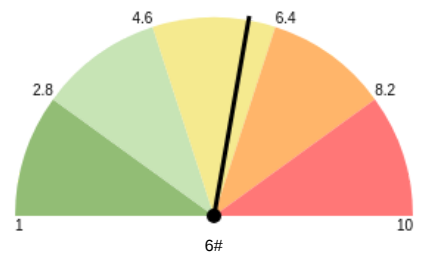
Details	
Unit of measure	#
Owner	
Parent	Learn to Prevent Quality Issues

	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 - 13-05-2024



**Ambiguities per requirements page**  
Value, #, May 2024

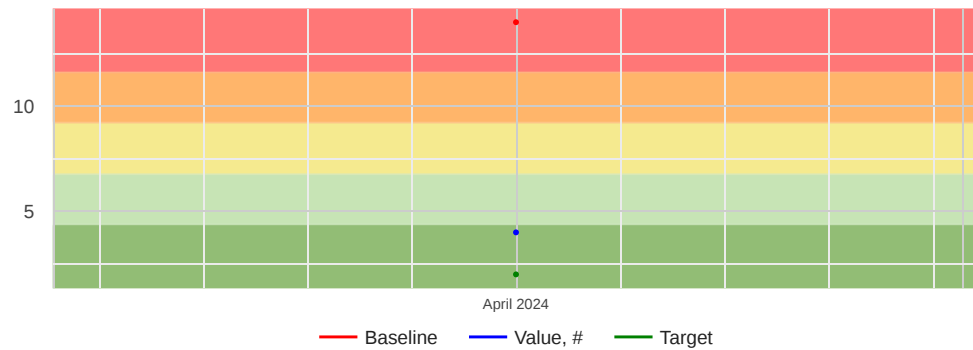


[Expert Review Metric \(WTF/Minute\)](#)

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 - 13-05-2024



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



[Quality Awareness](#)

Details	
Owner	
Stakeholders	

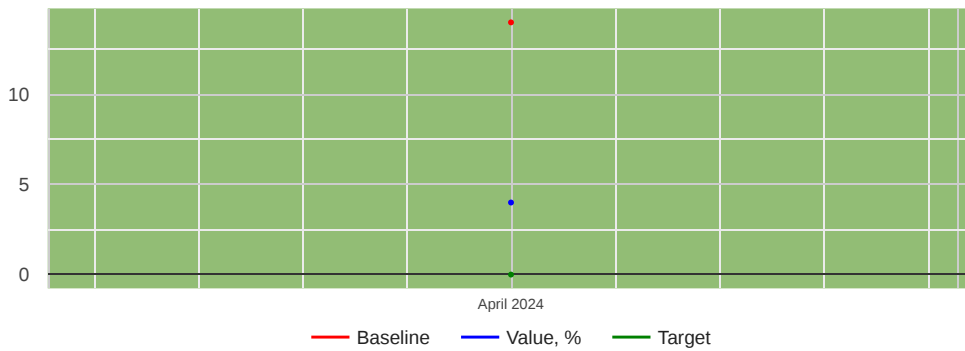
Parent	Learning and Growth
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**Outdated training materials, %**

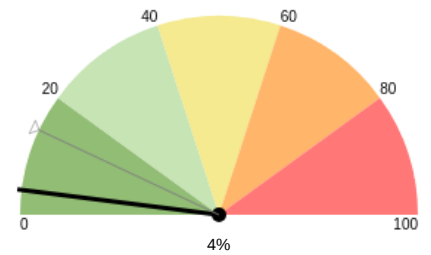
Details	
Unit of measure	%
Owner	
Parent	Quality Awareness

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

**Outdated training materials, %**  
Value, %, 01-01-2024 - 13-05-2024



**Outdated training materials, %**  
Value, %, May 2024

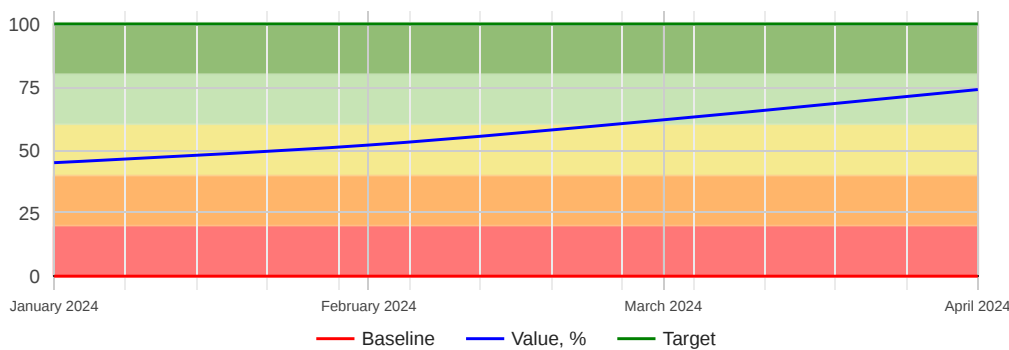


**Quality training penetration, %**

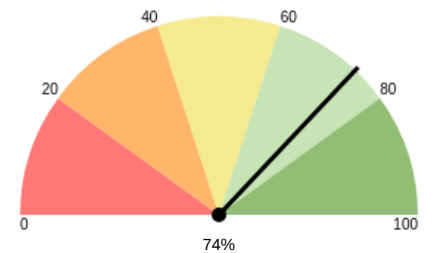
Details	
Unit of measure	%
Owner	
Parent	Quality Awareness

	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 - 13-05-2024



**Quality training penetration, %**  
Value, %, May 2024



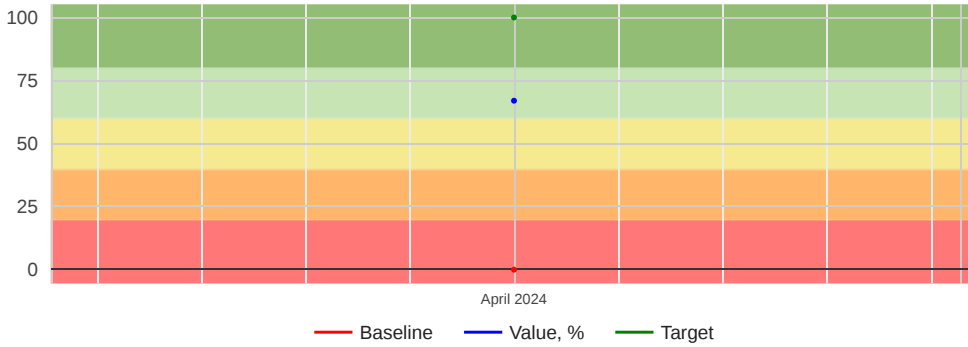
**Quality program awareness, %**

Details	
Unit of measure	%

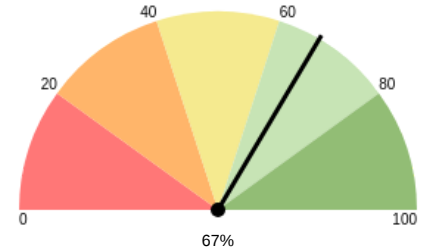


Owner				
Parent	Quality Awareness			
	Value	Target	Baseline	Progress
April 2024	67 %	100 %	0 %	67 %

**Quality program awareness, %**  
Value, %, 01-01-2024 - 13-05-2024



**Quality program awareness, %**  
Value, %, May 2024

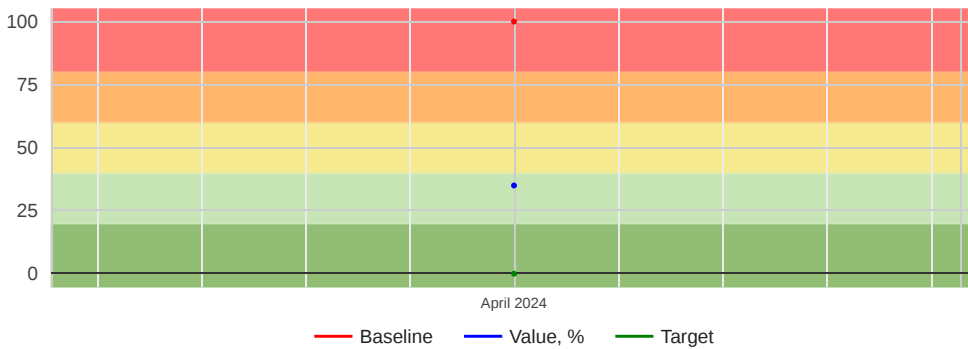


**Communication redundancy**

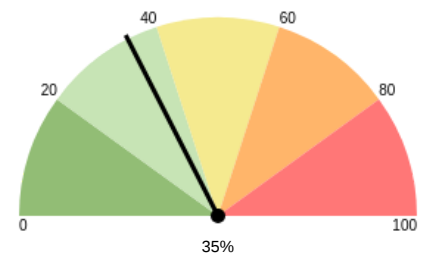
Details	Average Communication redundancy, % = (Average message size – Shortest message size) / Average message size.
Unit of measure	%
Owner	
Parent	Quality Awareness

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

**Communication redundancy**  
Value, %, 01-01-2024 - 13-05-2024



**Communication redundancy**  
Value, %, May 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

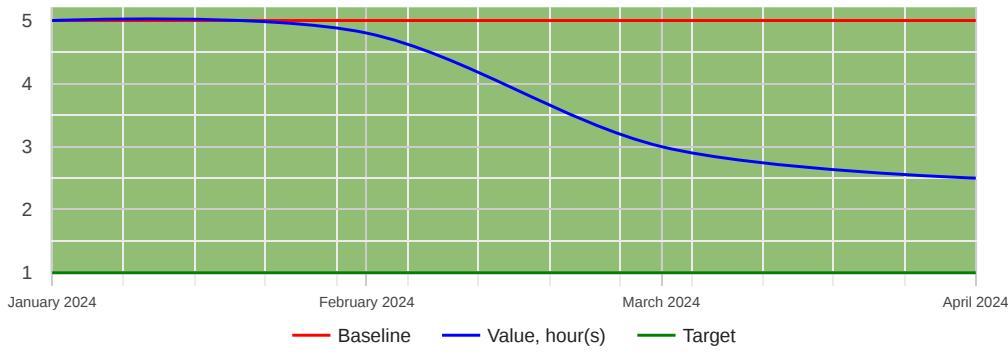
2.5 hours

1 hours

5 hours

62.5 %

**Time to respond to quality issue**  
Value, hour(s), 01-01-2024 - 13-05-2024



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

