Service Measures

Service measures indicate the quality of process outputs. Four key aspects are measured:

Timeliness
- Cycle time metrics
- Wait time metrics
- On-time delivery metrics

Accuracy
- Error and defect rates
- Rework rates
- First-time-right metrics

Reliability
- Failure rates
- Instance availability
- Process capability

User Experience
- Ease, convenience and clarity of processes
- Number of process steps
- Avoiding repetitive information submission

Guidelines:
- Balance macro and micro level measures
- Set challenging but achievable targets
- Leverage technology to enable real-time data
- Analyze regularly to identify improvement areas

Benefits:
- Indicates output quality against objectives
- Enables fact-based process improvement
- Drives accountability within teams
- Provides early warning signals

Service measures are leading indicators of customer satisfaction and process health. A holistic set provides actionable insights.