



The Measures Pyramid

A balanced measurement system has a pyramidal structure spanning three levels:

Strategic Measures

- Broad indicators tied to company goals
- Focus on trends over time
- Small number of metrics

Tactical Measures

- Linked to department objectives
- Assess ongoing health and outputs
- Provide diagnostics on strategic measures

Operational Measures

- Day-to-day statistics per process
- Large number of granular metrics
- Guide ground-level improvements

Guiding Principles:

- Cascade top-down but align bottom-up
- Limit metric overload at each level
- Ensure clear flow between levels
- Maintain balance across dimensions

Benefits:

- Provides a systems view of performance
- Enables drill-down diagnostics
- Links high-level goals with ground-level actions
- Balances big picture and micro view

The measures pyramid provides alignment across all levels in the organization. This drives performance systematically towards strategic goals.