

METRICS selection tool

Criteria	Quality Category	Category Definition	Rating
Quality	Subjective Metric	Metric <u>cannot</u> be communicated as a number. Subjective terms are used to indicate performance (e.g., employee morale).	0
	Quantifiable Metric	Metric <u>can</u> be communicated as a number. A numeric goal can be established or trend goal can be presented visually (e.g., hours of training).	1
	Results Metric	Positive performance will directly affect agency performance against goals (e.g. workforce skills gap).	1
	Qualitative Metric	Metric reflects the quality of performance (e.g. training utilization).	3
	Predictive Metric	Metric will signal alerts when performance misses targets. In this case, management responds with planned countermeasures designed to reverse poor performance. Metric helps in problem-solving and continuous process improvement. Best-practice performance can be identified and financial impact forecasted (e.g. influence of employment brand on recruitment and retention).	6
Feasibility	Easy	Metric exists already or data to support metric is currently available.	1
	Moderately Difficult	Metric does not currently exist. Data must currently exist, but is not readily available.	-1
	Difficult	Metric does not currently exist. Data may not currently exist.	-2

-Corporate Leadership Council

www.performanceSolutions.nc.gov/metrics/SelectingHighImpactMetrics/MetricsSelectionTool.pdf