
Tracking Event Results

Your event is wrapping up and your team is excited about the process improvements they have implemented. You have completed the standard work (i.e. the most important tool for sustainment) and now it is time to develop a process tracker. Trackers are a close second in importance when it comes to sustaining results. Here are some key points to consider when creating a process tracker:

- Data plotted must mirror performance of the new process
- Keep charting simple by focusing on only one type of data
- Make it visually easy to understand (i.e. positive up and negative down)
- Set target or goal level on your new chart
- Make it easy to update (5 minutes or less to update)
- Post all charts in visual place, close to the new process
- Have the owner's name on the chart (person responsible to update the tracker)
- Assure process owner reviews their charts frequently, until the process becomes stable
- Stop tracking once the process is stable

Remember: Things that get measured get done.

Have a topic idea? Submit to idea@ruckerassociates.com



*Accelerating Business
Performance with Lean Six Sigma*