



Continuous Improvement Through People, Learning, and Leadership



Measure what matters

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Quite simply:

“Measure to highlight, not to hide.”

Measurements should drive Continuous Improvement and expose opportunities for action.

Effective measurement systems should:



Encourage teams to understand, measure, and analyse their own processes wherever possible. Tools such as Pareto analysis can help focus effort on the issues creating the greatest impact.

Too often, measurement systems become hidden away in spreadsheets, dashboards, or wall charts with little practical use. Data only becomes valuable when it helps people to act.

