

The PuMP Performance Measure Blueprint



PuMP stands for Performance Measurement Process and the “u” is up to you to make it work. It is a proper performance measurement process, with eight deliberate steps:

Step 1 makes sure the entire measurement team understands enough about what good measurement practice is to participate in the process.

Step 2 makes sure that the goals or results we want to achieve are written clearly and measurably.

Step 3 takes those measurable results, one at a time, and finds the measures that are the strongest and most feasible evidence to monitor those results.

Step 4 checks the results and measures with the broader community of stakeholders, in a fun and organic way, to make sure they're as good as they can be.

Step 5 details the implementation for each measure, from it's calculation to the data needed to bring it to life.

Step 6 puts the measures into special graphs that clearly show signals of shifts or changes in performance over time.

Step 7 adds to those signals of change some extra analysis about causes and recommended actions to keep performance on track.

Step 8 puts all this information to use to either create new change initiatives or tweak existing change initiatives to find the best leverage to reach the results.