

# **Stuff That Works At Work**

## **Chapter 11**

### **“Scorecards”**

Take Action

# **Stuff That Works At Work**

## Chapter 11 Take Action: Content

- What measurable factors matter to your boss? Make a list or spreadsheet.
- Add the following columns to your list: how is each factor measured? How often is it measured? Who measures it?
- Start tracking each factor. This is now your scorecard—share it . I like to track a few items every week and then a few every month. I never track more than ten variables. More than 10 is too burdensome. Make it fun by publishing your results so others can participate.
- Invest time on [Stuffthatworksbooks.com](http://Stuffthatworksbooks.com) to find ways others have made collaboration work for them

# Stuff That Works At Work

Chapter 11 Take Action: Action 1

What measurable factors matter to your boss? Make a list or spreadsheet.

## ACTION

I recommend you spend some time on this one.

Talk to your boss. Probe and find out what is really important and what is measured.

Also find out what they wish was measured.

I have found that it takes a few sessions to get a truly robust list.

Also note that the list changes over time based on the strategy and politics of your organization.

This is really an ongoing process. The reality is that you should always be working this list to ensure alignment and prioritization.

## EXAMPLES

FACTOR	WHY	MEASURE
Profits	Survival, Bonus, Investments, Salaries	Earnings, EBITA
Revenue	How big we are in the market	Gross sales, Net Sales
System Up Time	IT shows we have kept system available to users to do work	% of Hours operational in a 24 hour period.

Hey Tim,

Thanks for meeting to talk about how we keep score as an organization and as a team.

I understand profits, Revenue, and System up time and why they are important.

I have a couple of other questions as follows:

- Are there any factors you would want to measure that we can't at this time?
- Are there other factors that our competitors measure?
- Are there other factors you have to report to the Board?

Joe

# Stuff That Works At Work

Chapter 11 Take Action: Action 2

Add the following columns to your list: how is each factor measured? How often is it measured? Who measures it?

## ACTION.

IF you check with finance you can save yourself a ton of work here.

They will most likely have a scorecard and can provide a table like the one to the right.

Most finance organizations spend a great deal of time providing the senior leadership and the Board of Directors with a period end reports, quarter end reports, and annual reports.

Most finance departments will be happy to share data with an employee who shows interest.

This is a great way to network throughout the organization and to learn about how your company runs.

## EXAMPLES

FACTOR	WHY	WHAT MEASURED	WHO MEASURES	WHEN MEASURED
Profits	Survival, Bonus, Investments, Salaries	EBITA	Finance	Period
Revenue	How big we are in the market	Net Sales	Finance	Daily
System Up Time	IT shows we have kept system available to users to do work	System Up Time	IT	Daily

# Stuff That Works At Work

Chapter 11 Take Action: Action 3

Start tracking each factor. This is now your scorecard—share it . I like to track a few items every week and then a few every month. I never track more than ten variables. More than 10 is to burdensome. Make it fun by publishing your results so others can participate.

## ACTION.

I learn by doing and so I tend to track my own scorecard. Entering the data into the scorecard helps me to make the numbers mine.

You will also find that very few companies get all the “relevant” data on a single report or scorecard. Therefore I usually end up reviewing a dozen reports and entering one or two numbers off of each onto my own tracking form. This of course helps me make the numbers mine own.

The key here is to learn and become the expert. Know your companies and your teams numbers.

Share them and use them to influence your organization.

Make it fun!

## EXAMPLES

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEAR
NET SALES	100	98	96	120	132	100	98	67	76	98	103	123	1,211
EBITA	10	8	7	15	16	9	9	4	7	8	10	13	116
SYSTEM UP TIME	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

## SCORECARD

Hey Team,

Attached is a little scorecard I have been tracking this year.

It shows some of our key performance indicators for the year.

It's just something I do to stay connected to the business. I thought you might find it interesting.

Joe

# Stuff That Works At Work

Chapter 11 Take Action: Action 4

Invest time on [Stuffthatworksbooks.com](http://Stuffthatworksbooks.com) to discover more ways to add fun to daily office life.

## ACTION.

This is an easy one.

I believe that each of us can help someone else.

There is so much to know and to experience. You just can not do it on your own. So the best way forward is to share and learn from each other.

Technology makes this so easy today. That is why I built the web site [Stuffthatworksbooks.com](http://Stuffthatworksbooks.com).

It only reaches its potential if you join in and add the stuff that works that you have found. Please make a contribution today. Help others find the Stuff That Works.

Others have already shared their stuff that works so be sure to check the site often as there is probably something to improve every area of your life.

The community is waiting and growing. I hope you will join in and make a positive difference.

Thank you!

## EXAMPLES

### CONTRIBUTE

It is easy to share your Stuff That Works.

Simply click on “Contribute” from the main menu.

Then select “Submit an Idea”.

Easy!

### Learn From Others

It is easy to Learn Stuff That Works from others.

Simply click on “Contribute” from the main menu.

Then select “Search for Stuff That Works”.