



Strategic plan determines measures and metrics

Consequences of metrics can be
both intended and unintended.
Develop your strategic plan first.



For Us as Federal Labs

The Guiding Acronyms

- **GPRA** – Government Performance Results Act, 1993
- **PMA** - President's Management Agenda
- **PART** – Program Assessment Rating Tool



The main factors within a Strategic Plan

- The measures or indicators should be selected to best represent the factors that lead to improved
 - Customer satisfaction
 - Operational performance
 - Financial performance.



Strategic – NOT Static

- Today
 - SWOT
 - Strength, Weakness, Opportunities, Threats
- Tomorrow
 - Outcomes expected
- Change
 - What needs to occur to achieve results



The Strategic Plan as the basis for metrics

- If you can DO it, it is NOT a strategy.
(it is a metric in search of a strategy)
- Metrics must be developed based on the *priorities* of the strategic plan
- The strategic plan provides
 - the key drivers
 - success criteria.



Metrics as a measure of the Strategic Plan

- Metrics provide
 - a *factual* presentation on the *present* status of the organization from multiple perspectives
 - *Diagnostic* feedback into various processes to guide *improvements* on a continuous basis
 - *Trends* in performance over time as the metrics are tracked *confirm direction*



Are the Metrics “the right stuff”

- Processes must be designed to collect information relevant to the metrics.
- Managers must continually review the value of the metrics themselves and the processes utilized to collect information
- Know the costs and benefits of the metrics you choose



Together – Strategy and metrics

- Through Strategy – You Have Buy In
you assure your direction, resources and objectives for the present and future of your program is aligned with the Organization's
- Through metrics _ you gain understanding
 - You assure the configuration and synergy of activities within your program
 - You have the resources and support of the Organization to accomplish your stated goals.