

Transformation Dimensions

Outcome	KPI	Sample Metrics
Stable and Sustainable Solutions	Quality	Defect Density
Persistent, Dedicated High-Performing Teams	Productivity	Throughput
Faster Time to Market	Responsiveness	Time in Process
Consistent and Reliable Delivery	Predictability	Variability in Throughput
Meeting Customer Needs with Innovative Solutions	Customer Satisfaction	Net Promoter Score (NPS)
Motivated, Loyal Employees with Solid Leadership	Employee Engagement	Team Health, Surveys