

HalMacomber

The Project Reformer's e-Tip of the Week

001: Chart the Reliability of Task Completions

How often have we heard, "You get what you measure." Well, the ultimate measure of performance of your planning system is how often you and your team are completing what you set out to do. In Last Planner™ terms we call that PPC - percent of plan complete. It is measured as promised tasks completed divided by promised tasks.

Post a chart on the wall in a place where your team meets. Every day (or at least once a week) record the percent of tasks completed as promised. In addition to the percent note the ratio, for instance 7/10. Conduct daily coordination meetings in front of the chart. In no time work coordinators/team leaders/last planners will learn how to promise reliably.

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