

**Hal Macomber**

## The Project Reformer's e-Tip of the Week

### 028: **Measure Planning Reliability**

Anyone know who first said, "What gets measured gets done?" I found a reference to a 1986 Tom Peters' article **What Gets Measured Gets Done**. Let's just start this Project e-Tip by saying *if you aren't measuring, then you can't know if you are improving*. We've come to learn that on projects reliability of planning is more important than productivity of work groups. But are you measuring reliability? No! Start now.

Measuring reliability is a simple process. Start by meeting with your team on an everyday basis for just a few minutes. I recommend doing this at the end of the day. Schedule the meeting for 5 minutes. During this meeting you have one question. "Did you finish what you promised to finish today?" The only allowed answers are "Yes" or "No". Record the answers on a graph. The graph doesn't need to be fancy. Flip chart paper will do. Add to the graph each day. Record the result for your team as a percent. 5 tasks finished out of 7 promised to finish is 71%. Plot that on a graph. No credit for progress or for performing work that was not promised. The point of this exercise is to improve planning reliability.

Check back next week for uncovering the reasons for unreliability.

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