Defining Productivity for Your Organization

Industry

Financial Services

High Tech

Energy & Natural Resources

Pharmaceuticals/ Health Sciences

Retail

Media

Other Industries

Business Strategic Priorities

Efficiency

Quality

Innovation

Customer Service

Brand

Critical Roles/Functional Areas

- Production
- Manufacturing
- Project mgmt.
- Shared services
- Manufacturing
- Quality control
- Service dept
- Nurses

- Research & Development
- Engineers
- Tech developers
- Sales
- Service
- Account managers
- Marketing
- Public relations
- Web designers
- Communications

Measures of Company Productivity

- Goods produced per time unit
- JIT delivery met per time unit
- Overtime hours as % of total hrs.
- Error rate per time unit
- Rework rate per batch
- Product recalls per time unit
- Development ideas/ time unit
- Time to market / team size
- Patents per time unit
- Sales/time unit
- New business closed/sales rep
- Customer retention/service rep
- Web hits/time unit
- Web downloads per person
- Brand mentions/ time unit

Workforce Productivity Framework

Talent Strategy Ö Business

Right Talent, Right Skills

Optimized approach for hiring and onboarding talent, defining competencies, assessing potential, and filling gaps.

Enabled Performance

Incentives aligned with KPIs. Managers effective at differentiating performance, rewarding & recognizing talent, & driving the right results.

Healthy Workforce

A "healthy workplace" quantified, including assessment of stress and other well-being factors.

Risk management

Productivity

Sales per month

Units per worker **Engaged** Labor \$ per & Aligned product **Culture**

Revenue per worker

Error rates per batch

Web hits per day

Business Outcomes

Customer

Financial

Operational

Analytics

Change Management