Best Business Practices from the CAS Metrics workshop

1. Lines can move the right way for the wrong reason. Need secondary metrics to keep the analysis honest
2. Grade Quality of CAS products at INL
3. In line QC checks on issues management processes (grading analysis, timelines, etc) with real-time feedback
4. Calibrating assessments to gain confidence in self-criticism
5. INL management assessment of the various organization MR boards
6. Whatever performance analysis you do, ensure its self-critical to really understand what aspects to really understand what aspects need monitoring & attention when adverse performance is identified
7. What aspects of your program can be measured qualitatively to present a comprehensive picture of program
8. Metrics must have an owner who analyzes the data periodically
9. Communicate w/ your customers. Not just DOE but senior management and parent company
10. Use your IT group. They don't know what you want, but are key to automating the process. There's a lot of data out there retrievable at the push of a button.
11. It's an iterative process. AS organization matures so does it's metrics.
12. If its worth measuring, it's worth analyzing
13. Metrics must have an owner
14. Support owner w/ analyzer
    a. Help establish (change) target
15. Not entirely top down, not bottoms up approach
16. Maintain change control. Document owner, how data is populated, by whom
17. Are we looking at significance of what we find vs. what customer finds
18. Sites should adopt a CAS Manual