


WHO, WHAT AND WHY OF METRICS/KPI



CCSMG FOCUS GROUP
May 2018
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► Metrics?!?!? – Our Members have continually asked for more detail regarding metrics. Let's discuss who needs them, what we are trying to accomplish with them, and why we do them.

PURPOSE



To gather information and opinions in order to gain insight and awareness around technology, best practices, resources, and other process areas. Share this information with membership for the sole purpose of education and continuous improvement.


MISSION STATEMENT



- Provide a metric your company measures. If all of the metrics your company measures are already listed, or you feel they might be of violation to the anti-trust policy, please pass.
- Provide your name and company to allow for follow up questions.
- Brief conversation of each metric on the list. The person who submitted the metric will provide the following:
 - Why are you measuring this?
 - How are you measuring this?
 - What's the payoff for measuring this?
 - How often are you measuring this?

Roundtable conversation to see if anyone else is measuring for a different reason or getting a different payoff!

PROCESS



► Please adhere to our Antitrust policy and any metrics shared should not be in violation of this policy.

Antitrust - Do Not


DO NOT discuss or exchange information regarding the following:

- Pricing, mark-ups, discounts, allowances, credit terms, or any data that bears price differences, etc.
- Changes in industry, product, capacity or inventories
- Bids or contracts for particular products
- Matters relating to actual or potential individual, customers or suppliers that might have the effect of excluding them from any market or influencing the business conduct of those bound with suppliers or customers

Antitrust - Do

- Do adhere to prepared agendas for all meetings
- Understand the purpose and authority of the group
- Consult with your company counsel on antitrust questions relating to meetings
- Protest against any discussions or meeting activities which appear to violate the antitrust laws; disassociate yourself from any such discussion or activities and leave any meeting in which they continue

ANTI-TRUST



► We will provide all of this detail to you after the conference. By sharing, you will help other member companies evaluate their own processes and procedures within their organization as well as take back information to your own organization

PAYOFF

