

Outcome Metrics

Lead To Valuable Practices

Skylar Watson

Output

Captures details about
how work is being
done.

Outcome

Measures the
difference a team's
work makes in the
world.

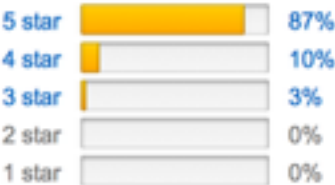
Output Metric



Outcome Metric

Customer Reviews

★★★★★ 38
4.8 out of 5 stars ▾



[See all 38 customer reviews](#)

Share your thoughts with other customers

Write a customer review





Clinical Care

Number served

Success rate

Accurate Diagnoses



Bed Count

Referrals

Labs Performed



Mr. ZIP



Mr. ZIP

When you're so focused on improving outputs, you begin to lose sight of what matters.

Brewery

Customer Consistency

Material Cost

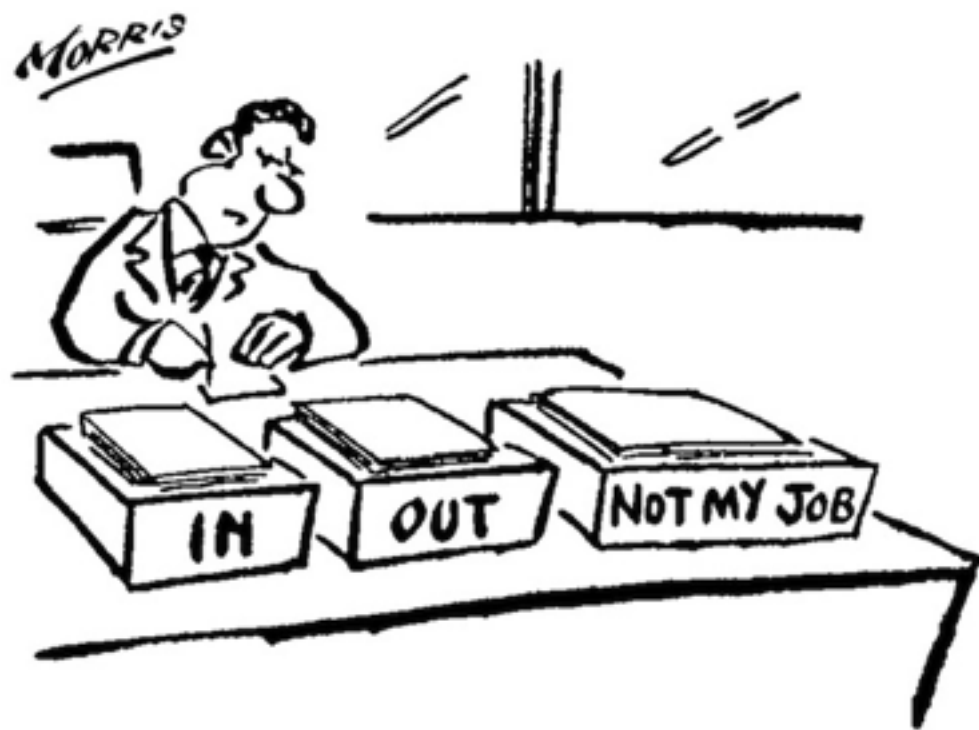
Operation Cost

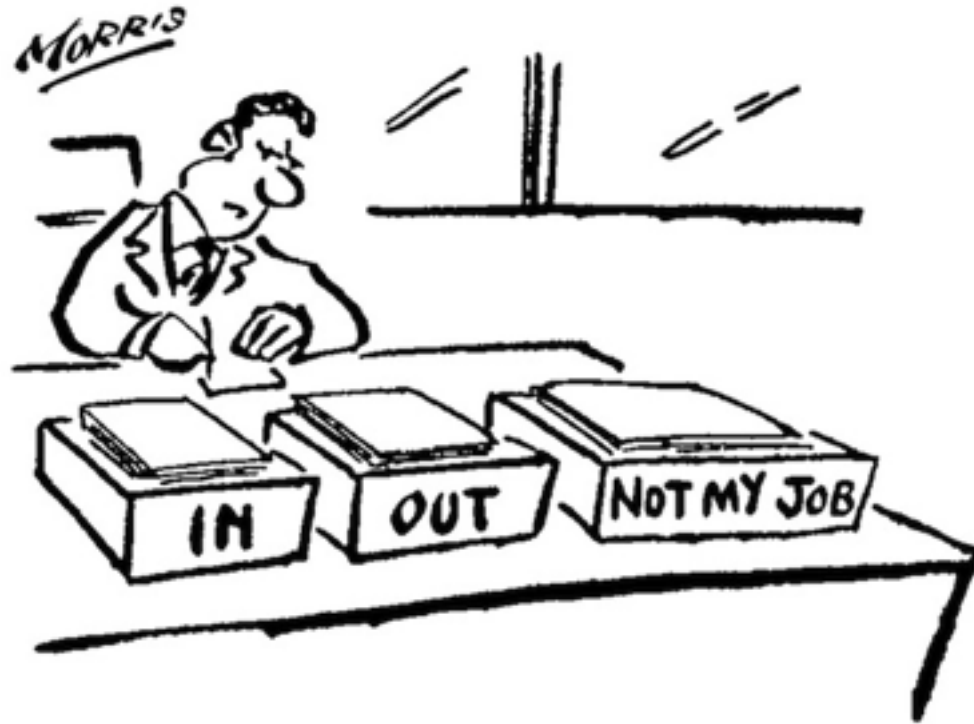


Mash Efficiency

Boil Time

Beer Consumed





By discovering an organization that didn't work as whole we learned that solutions don't need to be technical.

Sparrow Deck



Audience Examples

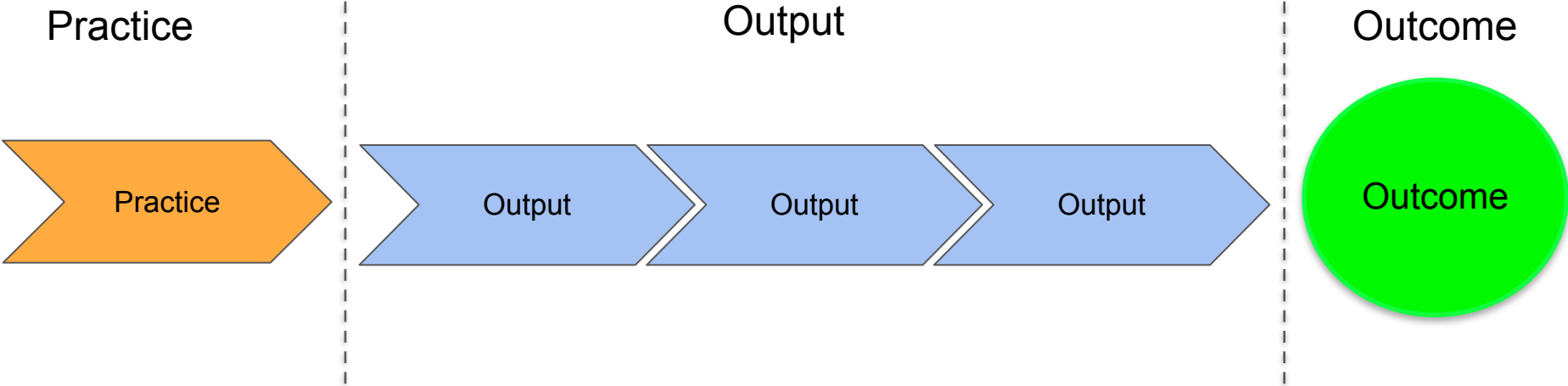


A Surrogate Chain



a series of output metrics that fit into the bigger picture of an organization's goal

A Surrogate Chain





Brewing





What do you look for in a beer?





What do you look for in a beer?

Consistency



A Surrogate Chain — Brewery

Outcome



Product
Consistency

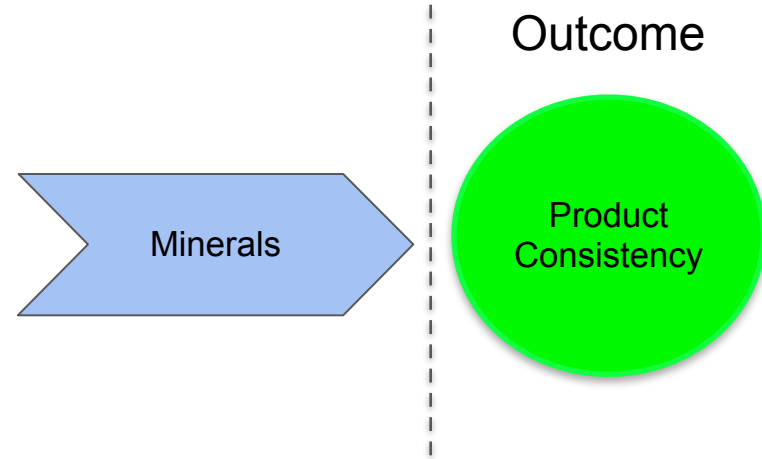




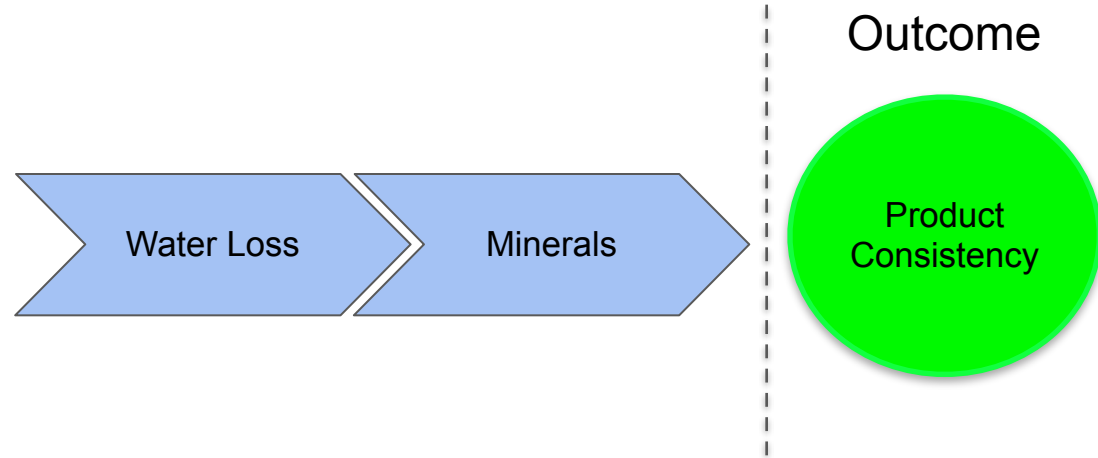




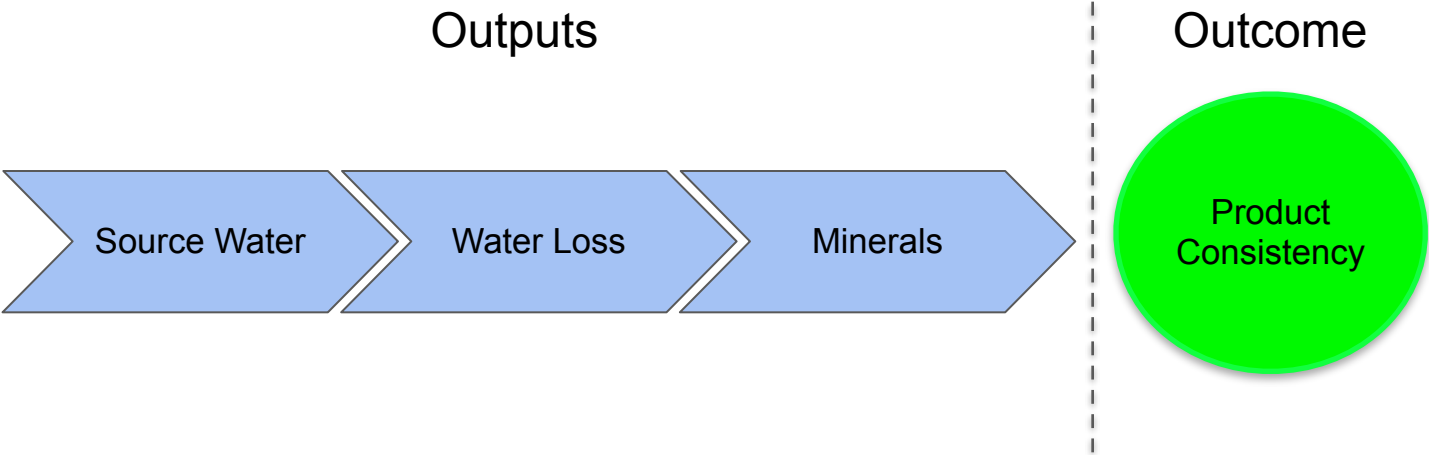
A Surrogate Chain — Brewery



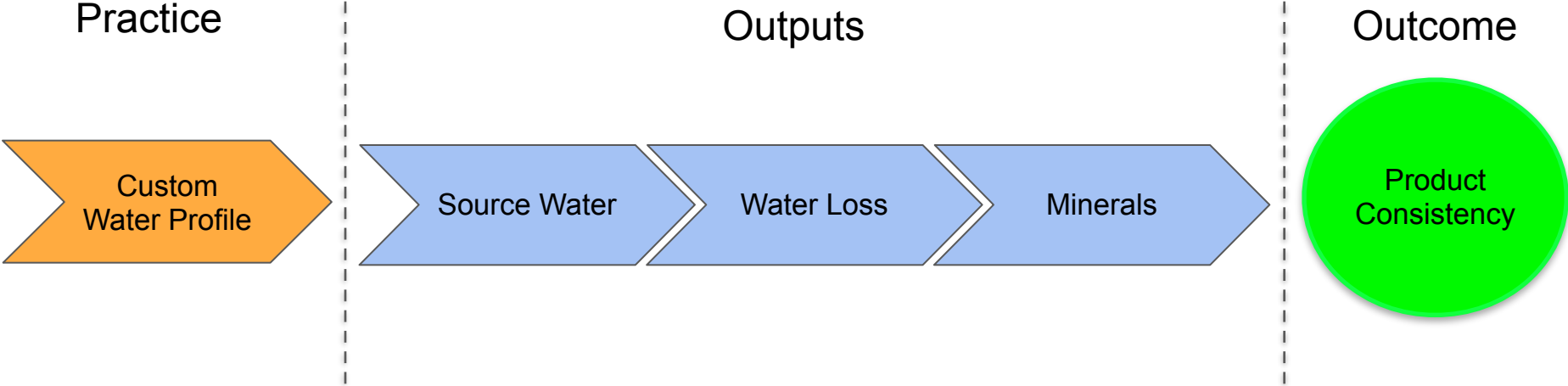
A Surrogate Chain — Brewery



A Surrogate Chain — Brewery



A Surrogate Chain — Brewery



A Surrogate Chain — Manufacturing



A Surrogate Chain

Outcome

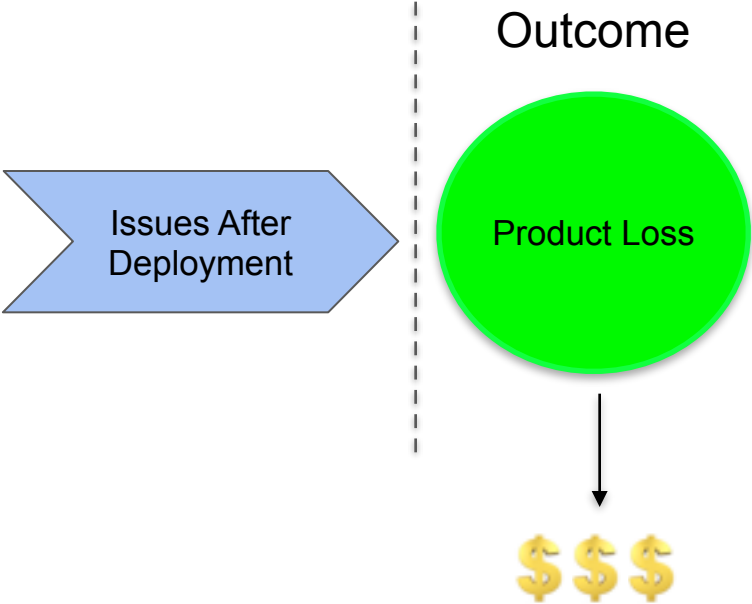


A Surrogate Chain

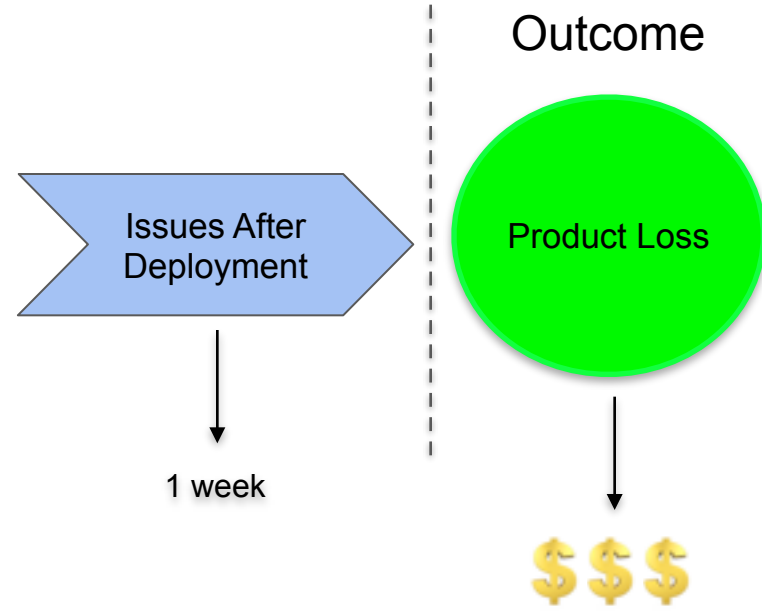
Outcome



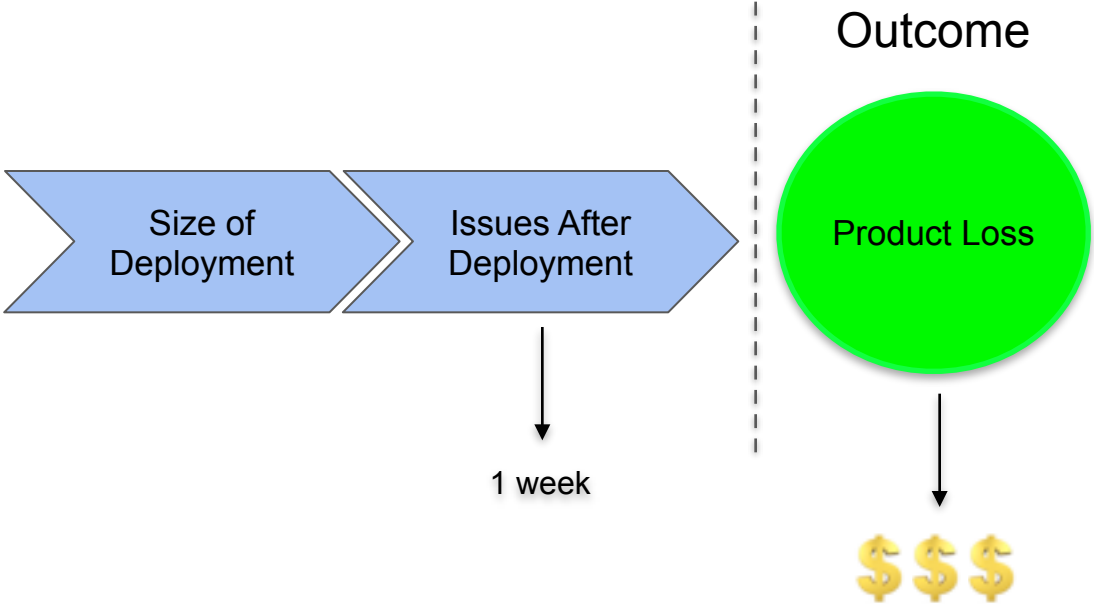
A Surrogate Chain



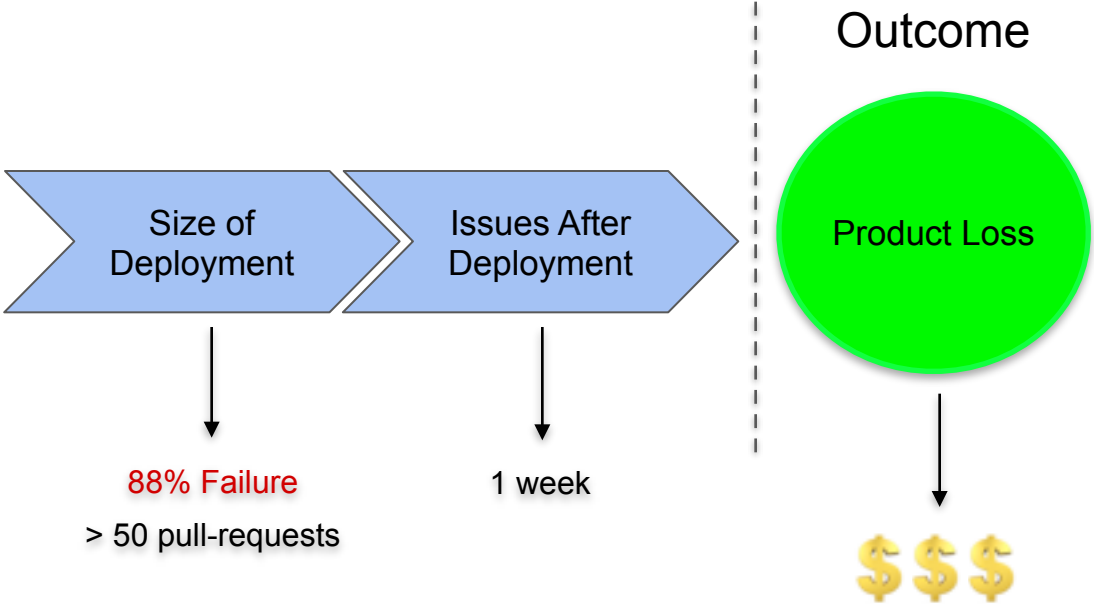
A Surrogate Chain



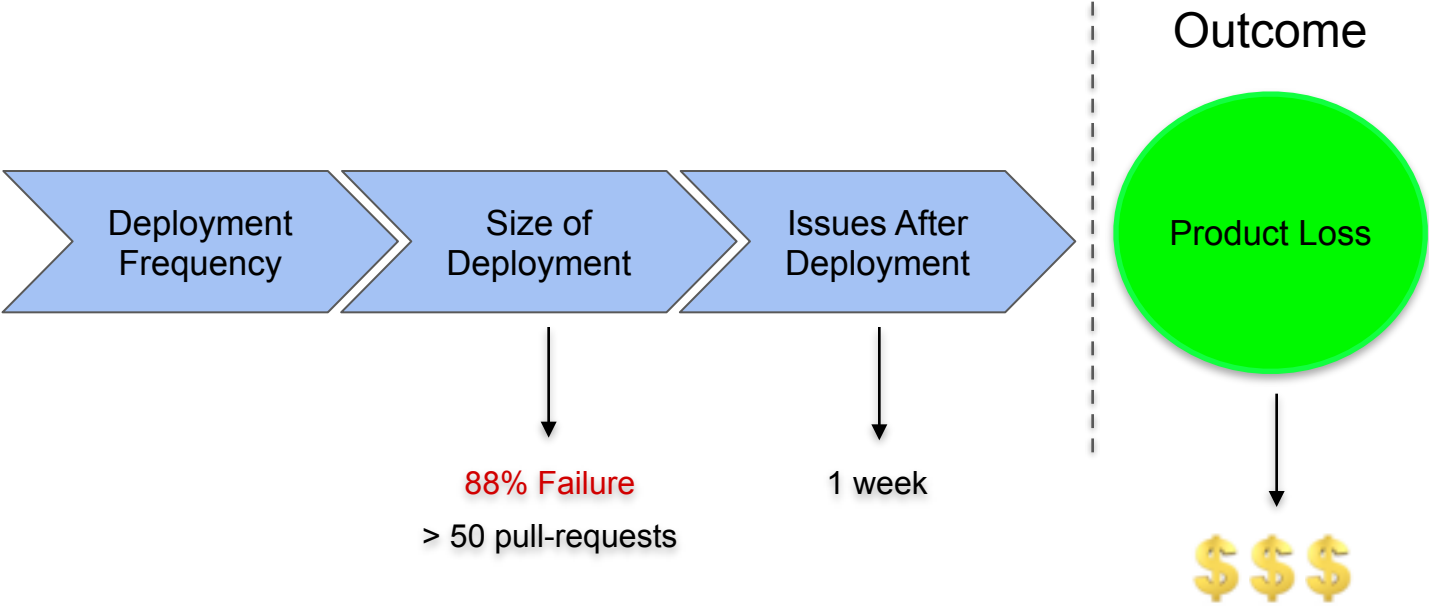
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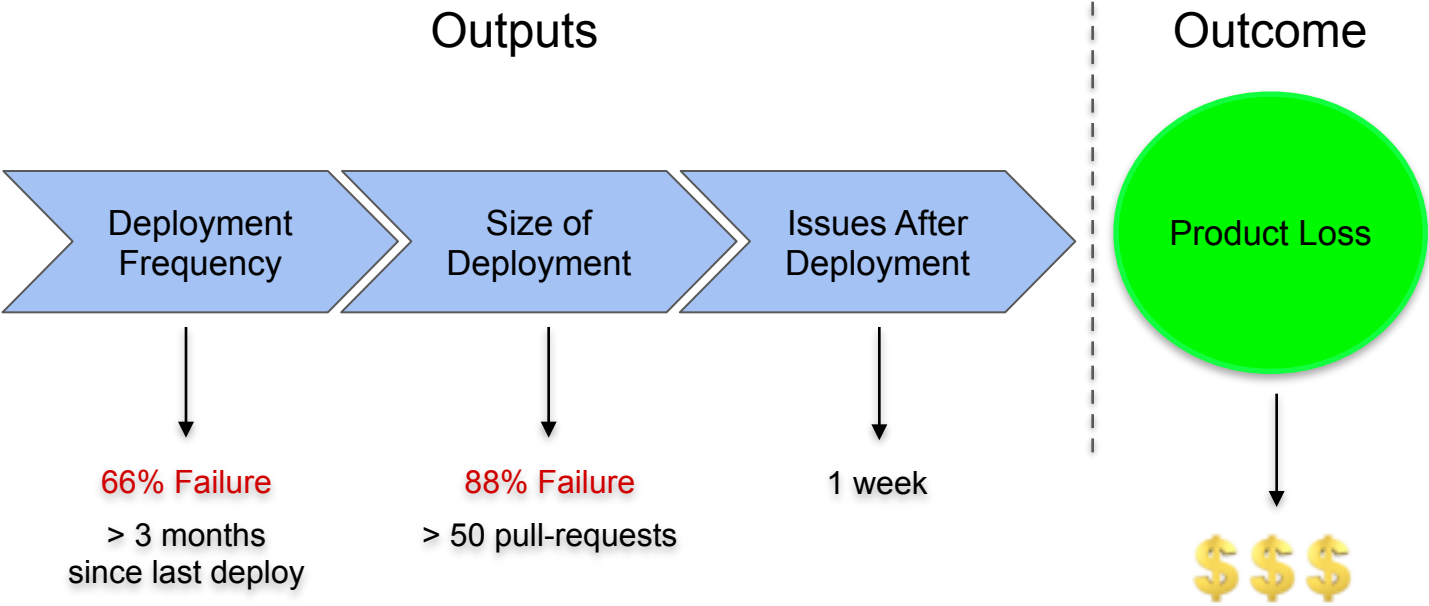
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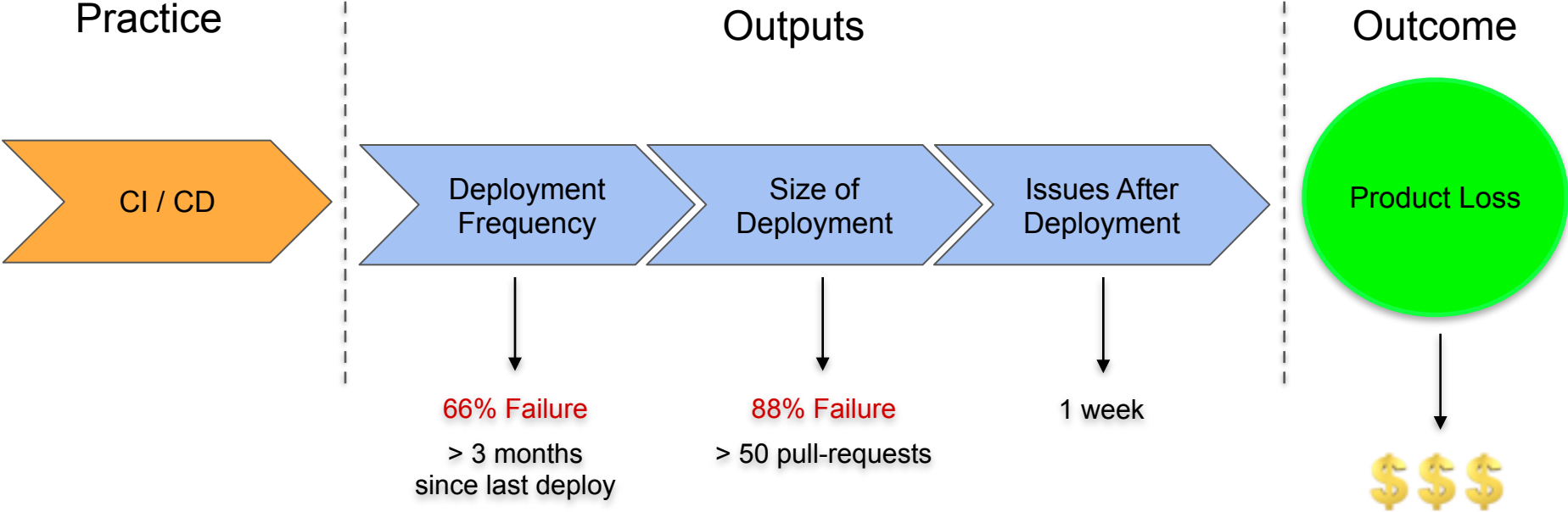
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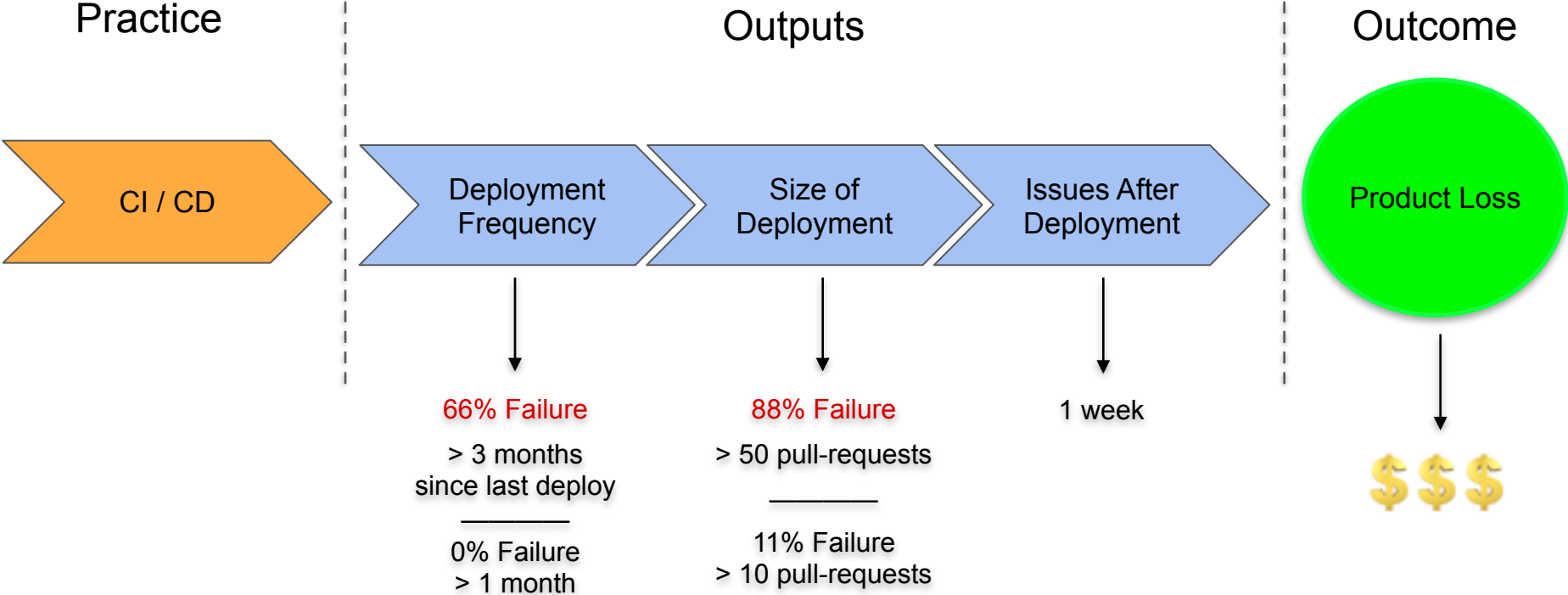
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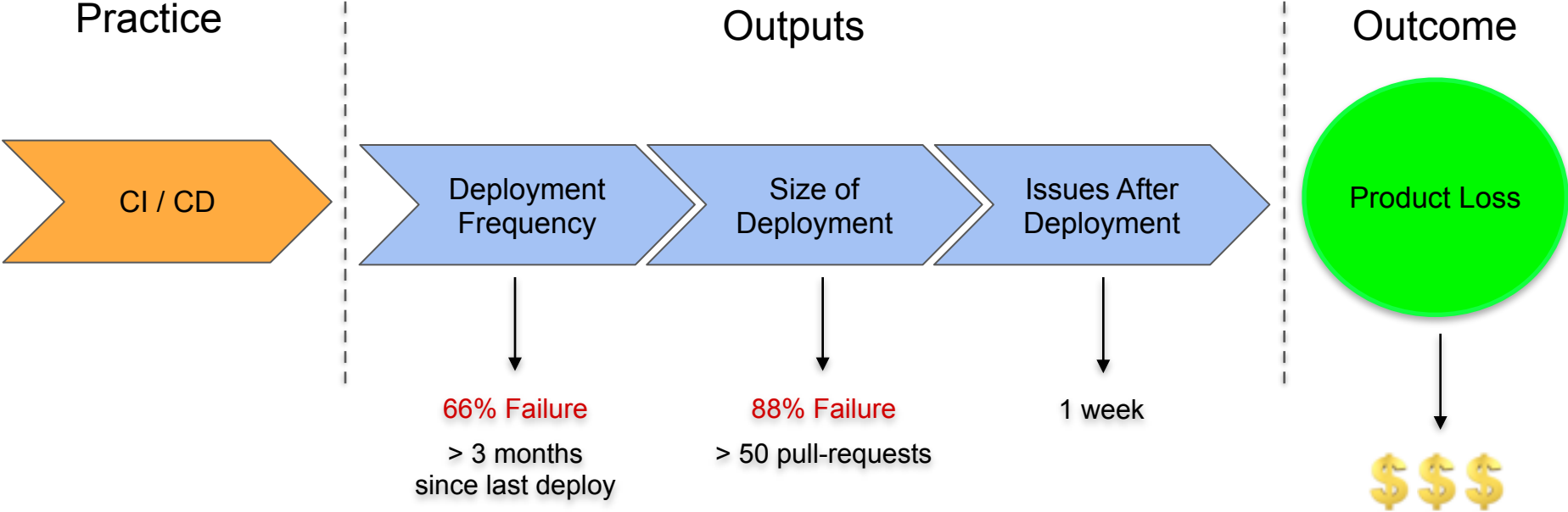
A Surrogate Chain



A Surrogate Chain



A Surrogate Chain



Follow Your Chain



Your turn







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