Key Mapping Metrics

KEY MAPPING METRICS		
Abbreviation	**Metric Description**	**How Measured/Calculated**
METRICS FOR EACH MBPM PROCESS STEP		
LT	Lead Time	Elapsed time, from the moment work is available to be worked on through completion of work and delivery to downstream customer. Includes all delays. Also referred to as "throughput time" or "turnaround time."
PT	Process Time	The "touch time" and "think time" it takes to perform the task if one could work uninterrupted.
%C&A	Percent Complete & Accurate	The percentage of occurrences of released work that doesn't require the downstream customer to "CAC" it: 1. Correct information 2. Add missing information that should have been supplied 3. Clarify information that should have been clear
SUMMARY METRICS FOR THE ENTIRE MAP		
ΣCP LT	Critical Path Lead Time	The sum of the LTs for the process blocks/steps on the map's "critical path." When parallel activities exist, select the LT for the step belonging to the CP.
ΣCP PT	Critical Path Process Time	The sum of the PTs for the process blocks/steps on the map's "critical path." When parallel activities exist, select the PT for the step belonging to the CP.
AR	Activity Ratio	(ΣCP PT ÷ CP LT) × 100
RFPY	Rolled First Pass Yield	The product of the %C&As for all process blocks/steps on the map. (Convert percentages to decimals before multiplying). Multiply by 100 to express as a percentage.
PT	Total Process Time	The sum of the PTs for all process blocks/steps on the map.
# FTEs	Required Number of Full-Time Equivalents	The equivalent number of people, working full time (40 hrs per week), required to perform a task, based on the total PT and the volume of work. # FTEs = (ΣPT in hrs × # occurrences) ÷ 2,080 hours worked per year.
# Steps	Number of Steps	Count the total number of Post-its®, including parallel activities.
%VA	Percent Value-Adding	Similar to AR, except you only use the value-adding critical path process times. % VA = (ΣVA CP PT ÷ ΣCP LT) × 100
METRICS TO COMPARE CURRENT AND FUTURE STATE MAPS		
FC	Freed Capacity	(Pre ΣPT – Post ΣPT) × (# occurrences/year) = Annualized PT Saved. FC (in # of FTEs) = Annualized PT Saved (in hours) ÷ 2,080
Projected % Change	Projected Percent Change	{(Projected Future State Value – Current State Value) ÷ Current State Value} × 100