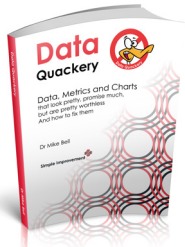


Metrics, Charts and Reports

that look good, promise much, but are pretty worthless
AND how to fix them

One Day Training Course



Dr Mike Bell

Simple Improvement

Based on the book and workbook
Data Quackery



Purpose

Learn the only 4 simple data analysis tools that you will ever need. This will help you avoid Data Quackery

Target Audience

This training is invaluable for all those working with metrics and analysing data, including managers and leadership

Process

A highly interactive discussion, with lots of exercises and examples

Deliverables

Recognise Data Quackery (in all its various forms)
Realise the deleterious impact Data Quackery can have on individuals and organisations
Refresh the principles of simple data analysis
Reduce down to the only 4 simple data tools that you will ever need

Background

Organisations are awash with numbers. Metrics are produced and displayed on Balanced Scorecards. Decisions are made and actions assigned. But how much of this is based on a clear understanding of what the numbers are telling us? Unfortunately, the abuse of data, metrics and reporting (Data Quackery) is far too common in all types of organisation. This workshop will expose these common malpractices, in a light-hearted way, and suggest better means of using data. It is highly interactive and will employ lots of examples to change the way you think about data.

Agenda

1. Examples of Data Quackery
2. The dark side of metrics - targets, ranking and competition
3. Pareto chart - prioritisation
4. Histogram - snap-shot of the process
5. Run chart - trends over time
6. Process behaviour chart - exceptional variation
7. What metrics to collect
8. Better ways of using data analysis