# Lean Six Sigma Metrics

<table>
<thead>
<tr>
<th><strong>Time Metrics</strong> – how long it takes to produce a product/service? How much of that is processing time versus idle time</th>
<th><strong>Cost Metrics</strong> – how much does the process cost to operate (FTEs). Is there identifiable savings for the project</th>
<th><strong>Quality Metrics</strong> – how often does the process lead to mistakes that require rework. How do customers view the process?</th>
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| • Lead Time for process- total time (from start to finish from the customer’s perspective including waiting time) to develop the product/service. Typically expressed in days  
• Best and worst completion time  
• Percent on-time delivery  
• Processing time- time to complete a process or process step, excluding wait time  
• Activity ratio – processing time divided by lead time, expressed as a percentage  
• Value added time  
• Non-value added time  
• Non-value added but necessary time  
• Percent value added time | • Labor savings  
• Cost savings  
• Cost per product- including labor, material, and overhead to produce the product/service | • Customer satisfaction  
• Rework  
• Percent complete and accurate – percent of occurrences that work in process released to the next step does not require a downstream customer to make corrections or request information that should have been provided initially.  
• Rolling first pass yield – percent of occurrences that the product or document passes through the entire process without needing rework. |

| **Output metrics**  
How many were produced each month/year  
• Production  
• Backlog – number of products/services that have not been started or entered into the process  
• Work in process – things currently being processed  
• Inventory- a supply of raw materials, finished products, and/or unfinished products in excess of customer demand | **Process complexity** – to be done during the event  
• Process steps  
• Value added process steps  
• Decisions  
• Handoffs  
• Loop backs  
• Black holes | **Organizational Metrics**  
• Lean events conducted  
• Lean Event participation – number of employees  
• Lean training provided-number of employees attended. |