

MSE 607B - Class Participation and Discussion Guide
“Systematic Measurements”
by Andrew P. Sage and Ann J. Jensen
[Chapter 15 in Sage and Rouse]

What should be gained from reading and studying this chapter?

Discussion Leaders: Al-Muntheri, Barak, Barilla, Bialecki, Brown, Danzan, Gandhi

You should be able to:

- (1) Describe at least one major generic purpose for measurement.**
- (2) Describe at least two desirable generic attributes of organizational metrics.**
- (3) Identify and describe four basic organizational approaches to measurement.**
- (4) Describe at least three relationships between TQM and organizational performance measurement needs.**

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Discussion Leaders: Garcia, Gaur, Gutierrez, R. Hawrylo, Lillio, Mahmood, Maldonado

You should be able to:

(5) Describe the relationship between organizational metrics and organizational strategy.

(6) Define and describe the GQM approach and its applicability to systematic organizational measurement.

(7) Identify and describe six historical phases in the development of organizational performance assessment.

(8) Define the purpose of, and briefly describe the types of metrics used for, the Deming Prize, the Baldrige Award, the ISO 9000 Series, ISO 14000, and GPRA.

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Discussion Leaders: Nguyen, Panos, Rukavina, Scott, Shternberg, Sigurdsson, Toma

You should be able to:

(9) Briefly describe the organizational performance measurement approaches proposed by Sink and Tuttle, Kaplan and Norton, and Thor.

(10) Define FURPS and describe its potential use for establishing and assessing customer satisfaction metrics.

(11) Describe the use of QFD for establishing and assessing customer satisfaction metrics.

(12) Identify and describe Peters' prescriptions for organizational excellence, and describe at least one potential measure for each prescription.

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Discussion Leaders: Vakil, Vongsariyavanich, Wallace, Welch, Zamani, D. Hawrylo, Mansouri

You should be able to:

(13) Identify and describe the five metrics capability maturity levels, and the three process areas, for an SE-CMM.

(14) Identify and rank the most important organizational performance measures as reported by CEOs.

(15) Define the purpose and describe the distinguishing characteristics of an EIS.

(16) Describe some success and failure factors associated with the development and implementation of an EIS.

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Discussion Leaders: Everyone

(17) Debate the relative importance of the content of “Systematic Measurements” to the study of systems engineering and management.