

Measurement Information Specification
 Audit Profiles
 Organization 23
 Version 1.0

Information Need Description	
Information Need	How consistently does the project implement the defined processes?
Information Category	Process Performance

Measurable Concept	
Measurable Concept	Process Compliance

Entities and Attributes	
Relevant Entities	Process Performance
Attributes	<ul style="list-style-type: none"> • Audits • Audit Findings

Base Measure Specification	
Base Measures	<ol style="list-style-type: none"> 1. Number of audits performed 2. Number of audit findings written 3. Number of audit findings open 4. Number of audit findings closed 5. Number of audit findings with a Satisfactory(S) rating 6. Number of audit findings with an Unsatisfactory(U) rating 7. Number of audit findings with No Rating(NR) 8. Number of audit findings with a Not Applicable(NA) rating 9. Number of audit findings with a Too Early(TE) rating
Measurement Methods	<ol style="list-style-type: none"> 1. Total number of audits successfully performed and documented in the audit findings. 2. Total number of findings written against each process area during each audit performed. 3. Total number of findings open in each process area from each audit performed. 4. Total number of findings closed in each process area from each audit performed. 5. Total number of findings in the S category. 6. Total number of findings in the U category. 7. Total number of findings in the NR category. 8. Total number of findings in the NA category. 9. Total number of findings in the TE category.
Type of Method	Objective
Scale	Integers from zero to infinity
Type of Scale	Ratio
Unit of Measurement	Audits

Derived Measure Specification	
Derived Measure	Process Compliance

Measurement Function	number of audit findings closed / number of audit findings
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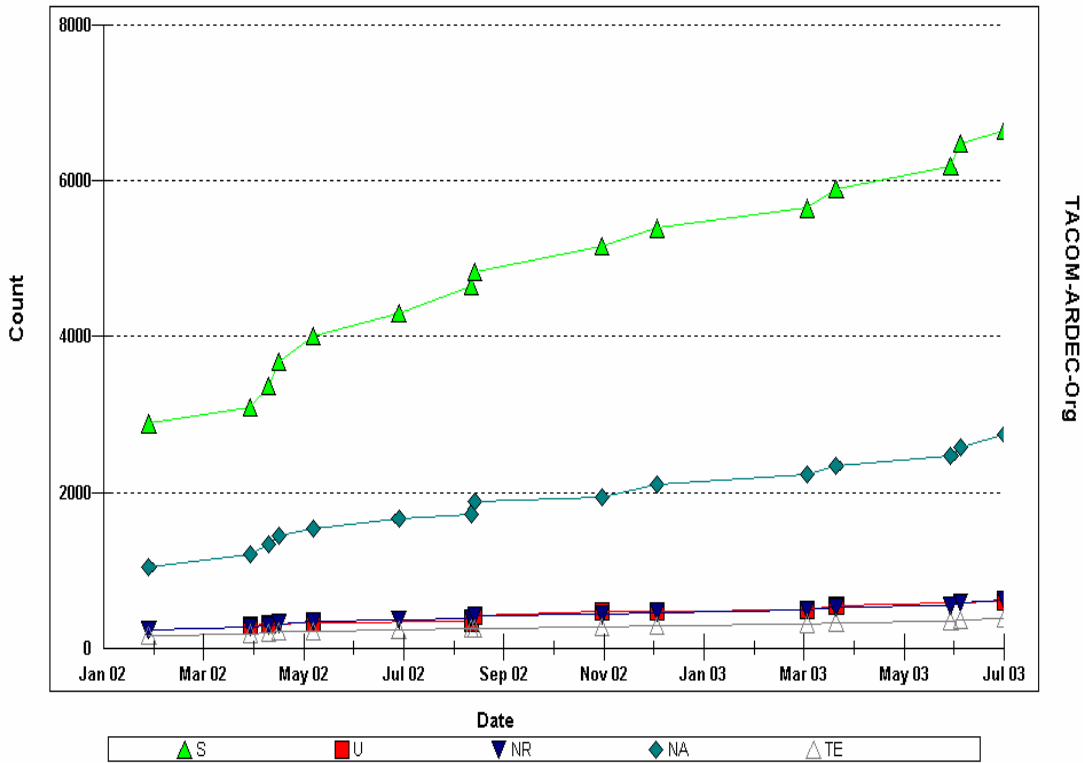
Indicator Specification	
Indicator Description and Sample	<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>1. Audit Findings by Rating Type</p> </div> <div style="width: 48%;"> <p>2. Unsatisfied Audit Findings</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 48%;"> <p>3. Audit Findings</p> </div> <div style="width: 48%;"> <p>4. Number of U's addressed by the project (project-level only)</p> </div> </div> <p style="text-align: center; margin-top: 10px;">See end of file for full-size versions.</p>
Analysis Model	<p>This measure counts the number of defined process components (documented in a checklist) that were reviewed and the number that passed the audit. Generally, passing an audit means that the organization follows the procedures that are defined for that process component. The ratio of these numbers provides information on the level of compliance achieved in each audited process component. This measure may indicate which specific process components need corrective action.</p> <ol style="list-style-type: none"> 1. Chart plots the number of audits found in the different rating categories against time. 2. Chart plots the number of unsatisfactory audits found. 3. Bar chart shows the percentage of satisfactory, unsatisfactory, and other audits for the different process areas. 4. Bar chart shows the total number of unsatisfactory audits and the different levels before completion.
Decision Criteria	<ol style="list-style-type: none"> 1-3. Few U's, downward trend. 4. The number addressed equals the number of U's.
Indicator Interpretation	<ol style="list-style-type: none"> 1. The number of satisfactory audit findings is greatest followed by the NA findings. 2. Shows the number of unsatisfactory findings per audit. (e.g., As of the end of Aug 03, there were ~89 unsatisfactory findings in that one audit.) 3. Process areas CM, IPM, and MA have the highest percentage of satisfied ratings. Process areas OPD, OPF, OT, and PI have the highest percentage of other ratings. Process areas DAR and ISM are evenly split between satisfied and other ratings, and all categories have a low unsatisfied percentage. 4. This chart shows the total number of unsatisfied findings for a single audit assessed in Sept 02 and the number of unsatisfied findings that were closed each month. The rate of closure is consistent and eventually should equal the total number of original unsatisfied findings (19).

Data Collection Procedure (For Each Base Measure)	
Frequency of Data Collection	Quarterly
Responsible Individual	1-3. Org. QA Rep 4. Project QA
Phase or Activity in which Collected	All
Tools Used in Data Collection	1-3. QA Audit Database 4. QA Audit Corrective Action Plan
Verification and Validation	Check against project audit checklist.
Repository for Collected Data	<ul style="list-style-type: none"> • QA Audit Database • PAL • PSM Insight

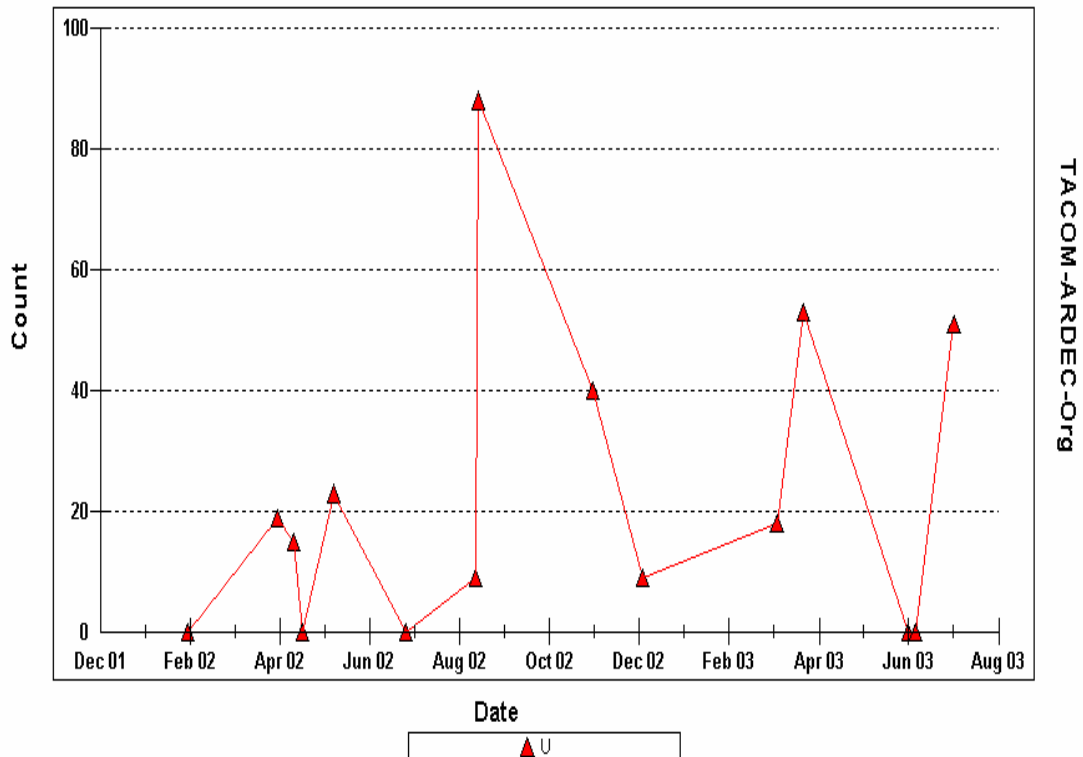
Data Analysis Procedure (For Each Indicator)	
Frequency of Data Reporting	Per audit
Responsible Individual	Org. Measurement Analyst
Phase or Activity in which Analyzed	All
Source of Data for Analysis	QA Audit Database
Tools Used in Analysis	PSM Insight
Review, Report, or User	BAMs Senior Management

Additional Information	
Additional Analysis Guidance	<ul style="list-style-type: none"> • Tracking the number of repeat findings can provide insight into the effectiveness of the corrective actions. • Tracking can be performed at the process area level, the project level, or both. • Tracking the time required to resolve findings helps to ensure that problems are corrected in a timely manner. • Looking at results by project helps to identify projects that are not performing in compliance with established processes. This information can help the organization determine where to focus limited resources on corrective actions.
Implementation Considerations	Collect and plot data for reasons as well as for the number of findings. This data is valuable in determining what to improve and whether to initiate the improvement effort at the project or organizational level.

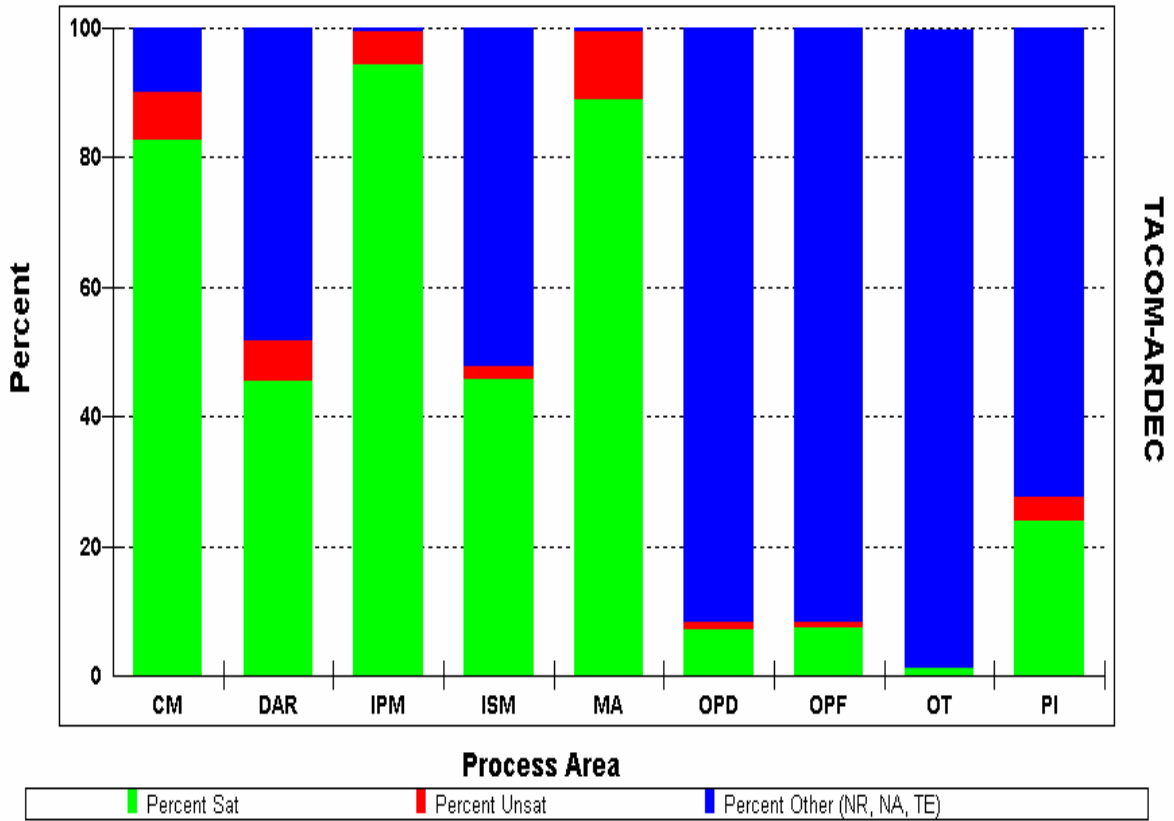
Audit Findings by Rating Type - Organization



Audit Findings by Rating Type - Organization



Audit Findings - Organization Level



**Number of Unsatisfied Findings vs Time
For One Audit (Project-level only)
SAMPLE DATA**

