

# **Performance Benchmarking**



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#### Performance Benchmarking Overview:

The following slides show the overview produced by Telos Analytics after conducting a Time & Motion study. All data in this example is illustrative and not based on real individuals or tasks.

Key Metrics including:

- 1. Number of tasks recorded
- 2. Number of Individuals
- 3. Number of Instances
- 4. Min/Max/Avg. Steps
- 5. Min/Max/Avg. Time

As users interact these values will change to reflect the selection made

A Scatter Graph shows all tasks plotted by average time versus average steps. This allows the user to see which tasks take the most time and effort to complete. The size of the dots indicate how many instances have been recorded for each task. The bigger the dot the more instances have been recorded and the greater confidence we can have in the average.

The Scatter Graph has two additional levels of drill down which will be shown in the following slides

Doufour	uferre Peceline	Key Metrics		
Performance Baseline	nance Baseline	15	25	1257
	The original report without any filters applied. Note 15 tasks are mapped and 25 individuals	Tasks	Individuals	Instances
	have recorded data against these tasks.	6	698	160
	The Scatter Graph below is divided into four quadrants using average lines	MinSteps	MaxSteps	AverageSteps
l		00:00:14	02:13:14	00:14:36
		MinTime	MaxTime	AverageTime

#### All Tasks - Average Time V Steps

70					
		186			Audit_500+
60				Av	Task Audit_500+ Average of Steps 465.00 erage of Time in Mins 64
Time in Mins		Pay Claim is the shortest task to complete. Surprisingly auditing 1 200 to 500 members. Hover on the data points on the black boxes	compete. Audit 500+ takes the longest to L00-200 members takes longer than auditin report to see the additional info shown in	ng	Instances 3 Audit_201-500
Average of 50			Audit_0-50	Audit_51-100	19
10	Web Ch Pay Claim email	at Adhoc			
0	Average of Steps O Average of Time in Mins Instances	43.51 2 45	200 30 Average of Steps	)0 4	,00 500







# Task Analysis:

The following slides shows the Task Analysis produced when Telos Analytics conducts a Time & Motion study. All data in this example is illustrative and not based on real individuals or tasks.

Report includes:

- 1. Key Metrics to match overview
- 2. Task Slicer Showing number of individuals and instances complete
- 3. Scatter Graph showing individuals plotted by average time versus average steps
- 4. Line and clustered column chart showing how individuals Rank on tasks and how many tasks they have completed







The bottom visualisation has been drilled on the ID "DB". We see their ranks for all the tasks they have completed. The rank for "Web Chat" is interesting, they are ranked number 1 on time i.e. the quickest and number 7 on for steps. We can see from the slicer that only 7 people have completed the "Web Chat" task, which means that DB has the highest number of steps. They are quickest on time but with the most steps. With real data this would certainly be something interesting to investigate.









# **Performance Analysis:**

The following slides shows an Example of Performance Analysis that can be produced by Telos Analytics to augment a Time & Motion study. All data in this example is illustrative and not based on real individuals or tasks.

Report includes:

- 1. Department Performance Showing completed hours and % to target for all individuals
- 2. Team and ID Slicer
- 3. Bar charts showing team totals, team average hours complete, average hours by gender
- 4. Line and clustered column chart showing hours complete for each task versus hours expected for each task. The line shows percent complete versus expected.
- 5. Pie Chart showing % of work complete by gender
- 6. Card showing average hours
- 7. Card showing % to target

The colours on the charts are dynamic, above target is green, above 90% yellow and below 90% red.

The first slide shows the report unfiltered. Then the second and third slides show the difference between selecting a team on the report and selecting a team by the slicer









#### Frequently Asked Questions:

Q1. What does a Telos Analytics Performance Baselining study involve?

You decide which tasks you want to analyse, these tasks are recorded by your team as and when they occur in their normal working day. We then turn these recordings into data and ultimately MI illustrated in this pack. For the recording we use software already built into Windows PC's so there is no additional cost for software. As the tasks are recorded as they happen it means very little impact to the operation while the data is gathered. The whole process can be completed remotely, just securely send us the files and we'll do the rest.

Q2. How many recordings are required for each task?

Generally the more recordings the better, we would not recommend anything less than 10. Some tasks happen very infrequently so getting a large number of recordings may prove tricky. In these cases we may need to boost the numbers by doing "dummy" recordings.

Q3. How many people should be involved?

For the best results, we recommend doing the same number of recordings for each task for each individual that works on the task. If this is not possible you should try for a good cross section, otherwise your timings could be skewed by quick or slow workers



# Frequently Asked Questions:

Q4. How long will the process take?

The recordings will be the most time consuming element, this can remain completely in your control allowing you to dictate the pace. Many clients however, prefer us to project manage it for them and drive things along to an agreed timeframe. The analysis is relatively straight forward and we aim to have it complete within a week of the recordings being complete.

#### Q5. How much does it cost?

The overall cost will depend on a number of factors and we recommend getting in touch and having a conversation. The cost for analysis is known and works on a sliding scale – see the table below for examples.

#Tasks	Total Cost
1	£500
5	£1500
10	£2000
20	£2500
30	£3000



# Frequently Asked Questions:

Q6. What can the data be used for?

Most Clients undertake this exercise looking for help with process improvement but the data once you have it, can be used in many different ways. Below is a list of common examples all of which Telos Analytics can help you with:

- Creation of accurate resource models
- Performance reporting
- Business Cases to initiate change
- Benchmarks before major change with a secondary analysis after the change to show benefit realisation
- Creation of Service Cost Models

Q7. Can you create a Continuous Improvement Framework using this data? Yes absolutely, we specialise in Continuous Improvement below is a blog post that explains how. https://www.telosanalytics.co.uk/post/contact-drivers-v-contact-outcomes