



MAAR Charting

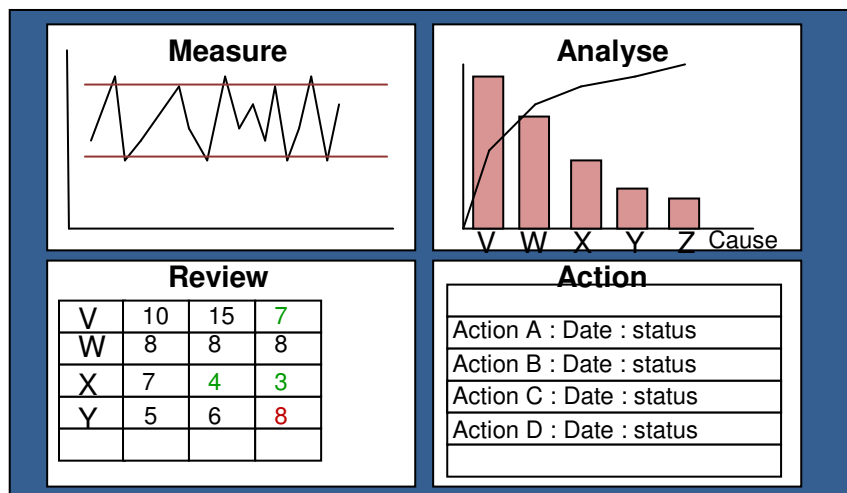
Why

Operational teams responsible for delivery of performance need to keep a regular check of their team's performance, and what is being done to fix any issues that are arising. The MAAR chart is a tool that can aid this process.

What

The MAAR chart is a four segment chart that includes information on
Measure: performance of the process or area under review,
Analyse: causal indications of why the performance may be out of control,
Action: actions being taken to improve the causes, and
Review: the impact that the actions are having on those causes.

It therefore includes both performance information and Actions that are being taken.



How

1. Identify the team's KPI or metric that is going to be tracked
2. Using tools such as Ishikawa, agree the key root causes of performance issues for the KPI
3. Gather data on the root causes, either manually or automatically if the information is available in a system
4. Review the causes, and agree actions and dates to reduce the causes
5. Monitor the progress of the actions, causes and whether improvement on causal performance is indeed improving the performance of the Measure
6. Regularly review the MAAR chart as a team to actively manage the performance of key indicators