How to Document Your Team’s Successes
Don’t Do It? ...You Should!

I am often asked to assess and analyze organizations because upper management is un-clear, or lacks faith, that their existing management team is performing up to the level they expect. These opinions are developed by management and customers which overtime develop into a negative perception of the team’s performance.

As we all know when your organization is thought of in a negative manner it’s not long before major changes are made. As I dig into the internal workings of an organization, I often find they really are not that bad or that dysfunctional. They are performing reasonably well, most work responsibilities and work requests are being performed properly, with reasonable quality, and mostly within a reasonable timeframe.

I often find organizations are primarily focusing and documenting the negative pieces of their processes and performance when they should be concentrating on the positive things which are taking place. It is usually a small list of items and processes which are not going as planned. In other words, the concentration is on the negative and not the positive.

One of the easiest things to do, which will accomplish your desire to document your successes, is to reverse many of your metrics from a negative metric to being a positive metric. Take on a more optimistic approach and less of a pessimistic one. Show and tell the good story... not the bad story. Don’t forget that telling the good story will also tell the bad story. Most in management are savvy enough to understand the true meaning of the metrics.

Some of the areas you should be looking into for success are:

**Project and Capital Management –**

Measure the positive measurements for:

- Projects completed on time
- Completed dollars spent below original estimate
- Number of change orders to an original contract
- Customer satisfaction with final product compared to the original scope of work
Work Requests –

Measure the:

- On time completion of work
- Quality of work better or worse than expected by customer
- Reduction in parts costs over time for areas and departments of your organization
- Reduction in labor costs over time for the same areas
- Reduced work requests for the same type of work or call (are things getting better over time?)

Preventive or Predictive Maintenance –

This aspect should always be measured in the successes of the program unless it has little or no real value. It’s like changing the oil in your personal car. What is the value?? This category should be looking for and documenting the “maintenance saves” which occur when failures are caught and eliminated before they happen.

Measure your:

- Cost of repairs which were eliminated due to good proactive work
- Increased up-time due to proactive work
- Lower failure costs due to proactive work
- Longer life of assets due to better maintenance
- Lower life cycle costs to operate

Customer Satisfaction –

Publish your positive information from your surveys (this assumes your surveys are mostly positive) monthly, quarterly, and yearly. If your surveys are not positive then show your percent improvement in the process compared to the older surveys which were more negative.

Remember the key to documenting your team’s success is to look for the positive measurements and constantly report them. Keep in mind if you don’t report the positive components of your team’s success and process performance others, including your management team, will only focus on the negative and you will always be reacting to their negative comments instead of the real picture of what’s actually going on.

Play the management game; turn the negative into the positive!