



## Measurement & Reporting linked to Quality

Based on best practice Enterprise Modelling & Architecture principles



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## Introduction

Measurements refer to values that are made meaningful by quantifying into specific units. Measurements act as labels which make those values more useful in terms of details. For example, instead of saying that someone is tall, we can specify a measurement and record that the individual is 180 cm. tall. The Reporting function records these measurement values in a document, and contains information organized in a narrative, graphic, or tabular form, prepared on an ad hoc, periodic, recurring, regular, or as required basis. Reports may refer to specific periods, events, occurrences, or subjects, and may be communicated or presented in oral or written form. Measurement & Reporting can therefore become a complex subject matter that involves multiple other components within the organization.

In order to capture quality related to measurements and reporting, Measurement & Reporting linked to Quality is built as a matrix. The matrix is a representation that shows the relationship of captured information between specific decomposed and/or composed quality and measurement and reporting objects. The core idea of a Measurement & Reporting linked to Quality Matrix is that it typically consists of quality aspects in a list of columns, and another aspect is a set of measurement and reporting columns (taken from the map), while the third and final aspect being the cross product between the rows and the columns.

This allows for the Measurement & Reporting linked to Quality Matrix to relate (un)familiar objects to familiar objects in the different layers of an enterprise (composition discipline), usually in the form of a diagram, a table or a chart (e.g. rows and columns), thereby outlining direct (and possibly indirect) connection points between different kinds of objects while showing a common pattern of the objects and the relationship between them.

## Measurement & Reporting linked to Quality

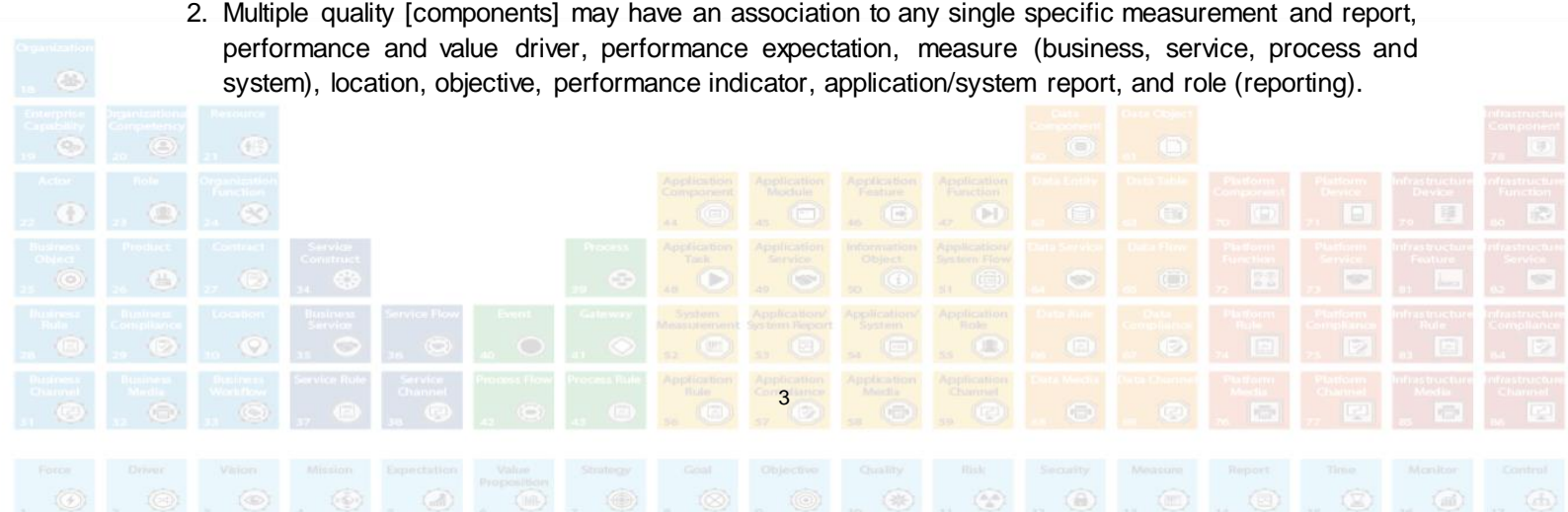
The Measurement & Reporting linked to Quality Matrix provides you with a detailed overview of the cross relationships between quality and measurements and reporting (each identified with a unique name and ID number) that has been identified through the Measurement & Reporting Map, and then associated with the performance and value drivers, performance expectations, measures (business, service, process and system), locations, objectives, performance indicators, application/system reports, and roles (reporting).

## How to use the Measurement & Reporting linked to Quality

Identify, document and relate quality to the measurements and reporting (each identified with a unique name and ID number), performance and value drivers, performance expectations, measures (business, service, process and system), locations, objectives, performance indicators, application/system reports, and roles (reporting).

For example:

1. A quality [component] may have multiple yet specific associations with measurements and reporting, performance and value drivers, performance expectations, measures (business, service, process and system), locations, objectives, performance indicators, application/system reports, and roles (reporting).
2. Multiple quality [components] may have an association to any single specific measurement and report, performance and value driver, performance expectation, measure (business, service, process and system), location, objective, performance indicator, application/system report, and role (reporting).



What	Measurement & Reporting #	Why			Where					What				Who specification	
		Performance Driver	Performance Expectation	Value Driver	Organizational Measure	Service Measurement	Process Measurement	System Measurement	Location	Objective (plan, forecast, budget, etc.)	Performance Indicator	Monitor	Control	Application/System Reports	Reporting
Quality 1	#														
Quality 2	#														
Quality N	#														

Table 1: The Measurement & Reporting linked to Quality.

Please note that the objects we have listed here are the most typical objects that are commonly used within a Measurement & Reporting linked to Quality, but there may be more (or fewer) relevant objects that are used within your organization. If that is the case, feel free to either add new ones, or remove any objects that are not relevant, or are otherwise unimportant, for this particular map.

Also note that the objects might have a different name in your organization, so make sure to adapt the objects of this artefact so that it fits to the taxonomy of your organization.



The objects involved with a Measurement & Reporting linked to Quality is shown in Table 2.










Objects used with a Measurement & Reporting linked to Quality		
Notation	Name	Description
	Measure (business, service, process, system and performance indicator)	Any type of measurement used to gauge some quantifiable component of an enterprise's performance.
	Report	The exposure, description, and portrayal of information about the status, direction or execution of work within the functions, services, processes, and resources of the enterprise.
	Driver (external and/or internal, performance and value)	An external or internal factor that drives, establishes motivation for or influences the direction of an enterprise.
	Expectation (value and performance)	The anticipated benefits that are of worth, importance, and significance to a specific stakeholder.
	Location	A point, facility, place or geographic position that may be referred to physically or logically.
	Objective	The purpose or target of one's efforts or actions.
	Role (reporting)	A part that something or someone has the rights, rules, competencies, and capabilities to perform. A resource and/or actor may have a number of roles (i.e. process role, service role or application role) and many actors may be assigned the same role.
	Application/System Report	Reports that are defined and implementable or implemented within or by an application.
	Quality	A state of excellence or worth specifying the essential and distinguishing individual nature and the attributes based on the intended use.

Table 2: Objects typically associated with the Measurement & Reporting linked to Quality.



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