## **Measurement Counts!** Archive

*Measurement Counts!* was a series of columns published in *PerformanceXpress*, the monthly online newsletter of ISPI (International Society for Performance Improvement) from March 2002 to November 2004. It's purpose was to introduce basic concepts of practical measurement to performance improvement professionals, with as many pointers as possible toward use of standard celeration charting.

Here are links to the entire series of 30 monthly issues of *Measurement Counts!* by Carl Binder:

March 2002 - Introduction to Measurement Counts!

April 2002 - The Dangers of Percent

May 2002 - Deciding What Worked

June 2002 - Got Results?

July 2002 - Measurement and HPT Research

August 2002 - Making an Impact

September 2002 - Back to Basics

October 2002 - Things to Count in a Customer Call Center

November 2002 - Got Results? at ISPI 2003 and A Great Article

December 2002 - Ch...Ch...Ch...Ch...Ch...Changes

January 2003 - Graphing Results: Solution or Deeper Trouble?

February 2003 - Using the Right Graphs to Make Better Decisions

March 2003 - Using Surveys and Questionnaires

April 2003 - Learning is a Trend in Performance

May 2003 - Building in Results Measurement from the Start

June 2003 - Projecting Trends, or How I Got a New Consulting Gig

July 2003 - Why Do We Measure? And How?

October 2003 - A Challenge to Present Measurements to Colleagues

November 2003 - Measurement and "Research-based" Methods

January 2004 - Counting One's Own Behavior and Accomplishments

February 2004 - Why to Avoid Statistics

March 2004 - Metrics, ROI and Accomplishments (the missing element)

April 2004 - The OBM Network: A Resource for Data-Based Performance Improvement

June 2004 - How Often Can You Make a Decision?

July 2004 - The Power of Count Per Minute Measurement

August 2004 - Units of Analysis and Units of Measurement

September 2004 - The Dangers of Percent: An Example

October 2004 - Using High Fidelity Simulations to Certify Performance

November 2004 - Remembering a Measurement Giant: Ogden R. Lindsley (1922-2004)