

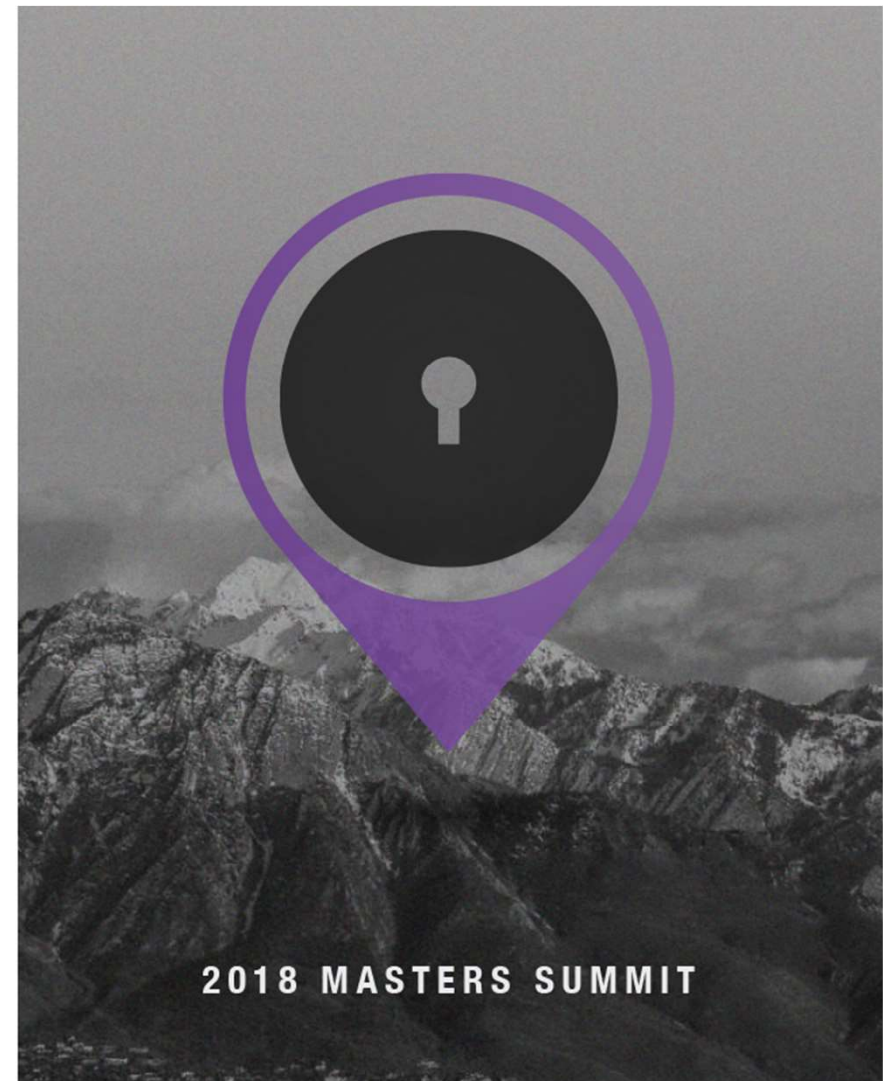


Jessica Woodward

**Professional Instructor and
Professional Services Consultant
MasterControl**

2018 MASTERS SUMMIT

Make the Most of Your Data in MasterControl Analytics



Objectives



- Determining the data you need.
- Preparing meaningful metrics using Jreports.
- Choosing the best way to present the metrics graphically.

Definition



- Metrics – numerical information that quantify input, output and performance.

“Measurements that matter”

Why are Metrics Important?



- They track where we have been, where we are, and where we are going.

Types of Metrics



Extent
“how much”



Efficiency
“how fast”



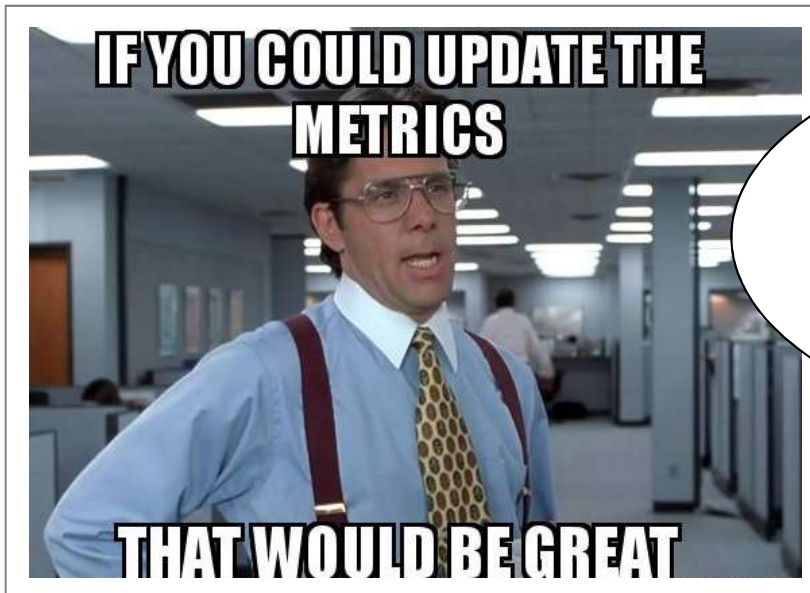
Effectiveness
“how well”

What Do You Want to Know About Training?



Common Questions

- How much training is being done and how much is pending?
- How efficient is our training system?
- How well overall are we doing as a company at completing training?



My boss wants a new set of Q3 2018 training metrics for management review by the end of the week, and I don't even know where to start! HELP!



Case Study – What You Know



- It is especially important to focus on training metrics due to several CAPAs opened for lack of training at your organization.
- Your boss wants to know how well your company is doing at completing training for Q3 2018 to compare with previous quarters for upcoming management review.
- They want you to exclude the Sales category as sales training does not fall under the quality umbrella.
- They want to know how long on average training takes to be completed per department and how long any pending training has been outstanding on average per department.
- Training should be completed in 30 days or less according to your procedure.

Training Metrics

Where do I start in MasterControl to obtain training metrics for a specific time period?



Jreports



Combined Training Report

Q3 2018 Training Metrics



We need the following metrics to answer the questions in the case study:

- Number of tasks completed in the quarter, plus those still in process, in terms of percent.
- Number in process/number completed per department.
- Average number of days to complete overall and per department.
- Average number of days aging overall and per department.

Resultant Charts and Data

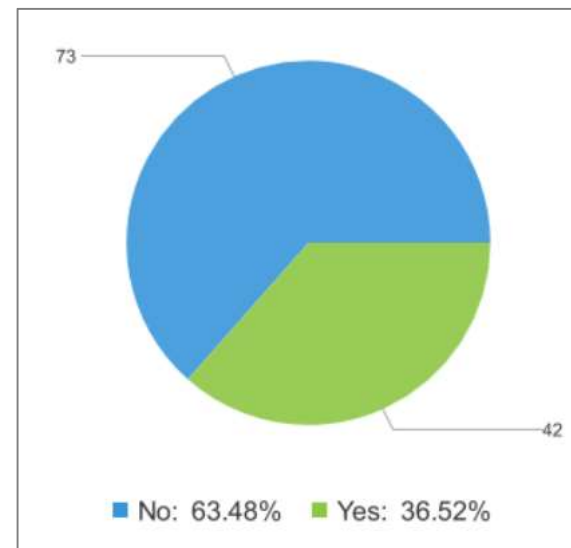


Shows how well we did at completing training in Q3 2018.

No = Training Complete

Yes = Training in Process

Percent Training Complete vs. In Process Q3 2018

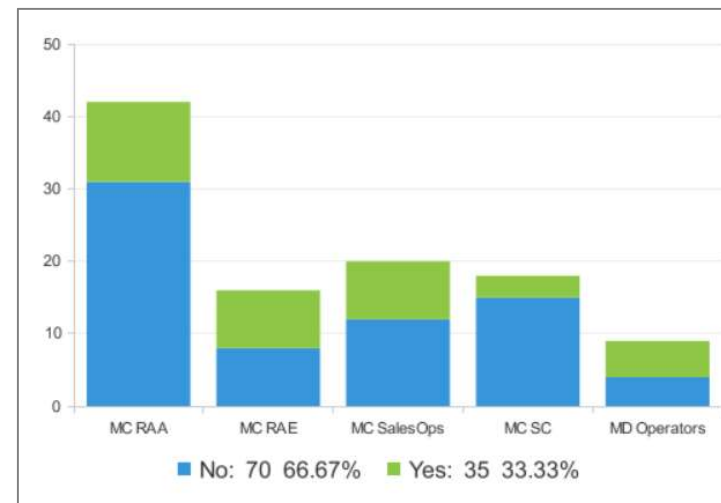


Resultant Charts and Data



Shows how well each department is doing at completing training and also the amount of training that was completed per department.

Percent Training Complete vs. In Process Q3 2018

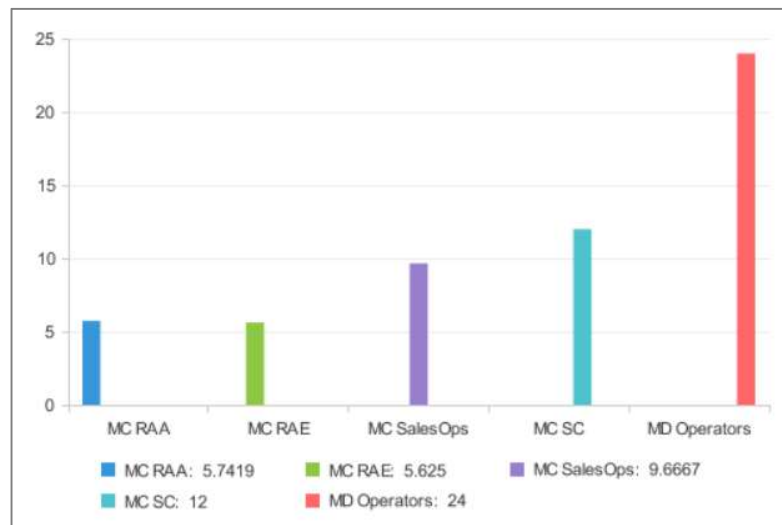


Resultant Charts and Data



Shows average number of days to complete per department for completed tasks.

Average Number of Days per Department to Complete Training

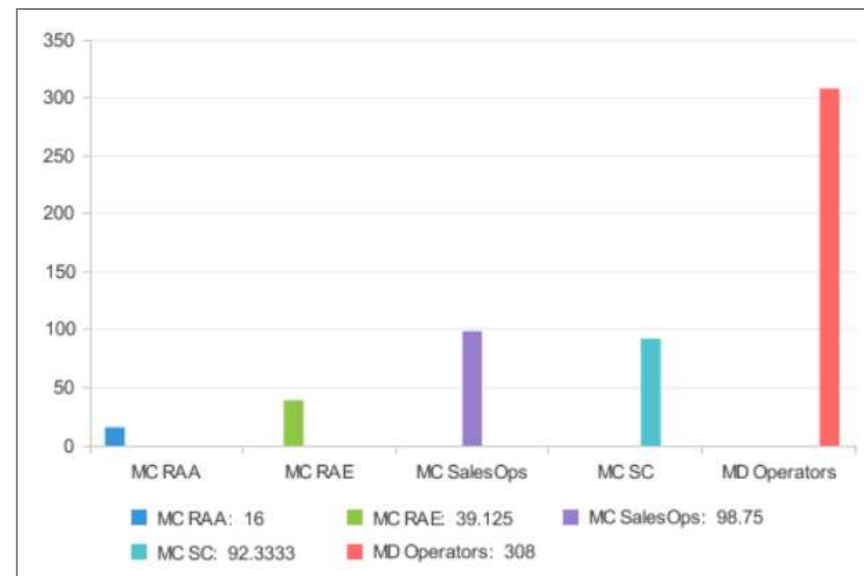


Resultant Charts and Data



Shows average number of days for aging training tasks per department.

Average number of days in process tasks are aging per department as of Q3 2018



What Story Is This Data Telling Us?



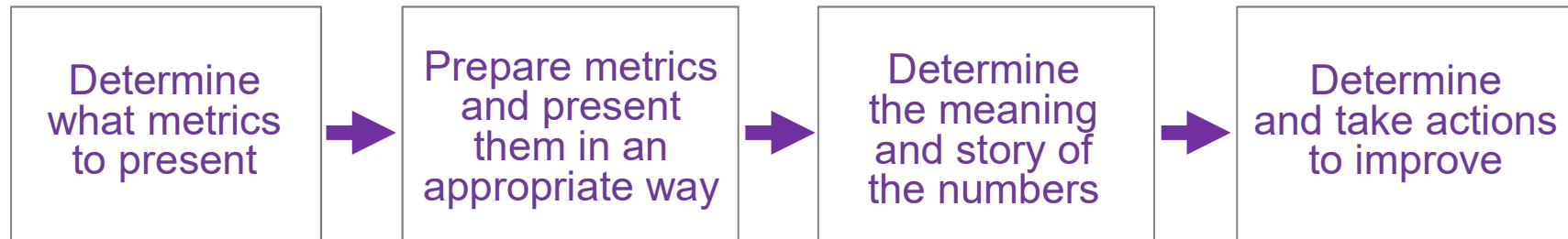
- The training system in the case study needs improvement.
- There is a lot of pending training – and the number of days pending is beyond what is allowed per procedure for most departments.
- The lack of training is distributed between all groups (no one group is skewing the data).

What Actions Should the Company Take?



- The company should investigate why end users are not completing all of their training and why training has been outstanding past the 30 day allowance.

Conclusion



Thank you!

