



WHO AM I ?



JOHN BURCHELL

**Operations Director
Hospitality Assured Ltd.**



**Almost 50 years experience of
Senior Management and Leadership
in
various organisations – large and
small.**

**Practicing, Studying and
Coaching**



PASSIONATE ABOUT ...

Quality & Excellence

**Helping People, Leaders ,
Managers & Organisations to
Realise their Full Potential**

Football



WHY MEASUREMENTS ?

- **Fundamental in all Excellence Models and Standards**
- **What Gets Measured Gets Done**
- **To Improve Performance as in Sports**



PRINCIPLES OF MEASUREMENT

- **Simplicity**
- **Accuracy**
- **Meaningful**
- **Useful**



EXAMPLES OF EFFECTIVE MEASUREMENT SYSTEMS

- **Balanced Scorecard**
- **Feedback, especially from Customers**
 - **Financial**
 - **Net Promoter Score**



EVALUATE, REVIEW & ADJUST

- **Things Change**
- **Policies & Strategies Change**
- **Technology can make things Easier**
 - **Loopholes in Systems**
 - **Need to Raise the Bar**



**THANK
YOU!**