

Overall Project Scorecard – EXAMPLE

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It's vital that the Project Team have a shared definition of "done".
The intention of this list is to assess product status in relation to overall project team success criteria both during the project and beyond.
This checklist should be reviewed at all checkpoints starting with Phase 1, as well as at periodic intervals post-release.

* RYG Indicators
RED = OFF TRACK or Worry!
YELLOW = Worry a little.
GREEN = No worries, mate!

Priority for this Project	Item & Status (RYG*)	Description	Minimum Acceptance Limit (Go/NoGo Criteria . . . A MUST for making it worth the effort.)	Target	How and When Will This B Measurable /Measured?	Status Comments	Action Items Required to Change Status to Green	Owner
2	Functionality	At least the minimum viable features to be successful in the market.	All "MUST" functionality in the product requirements document.	All of the "MUST" and "HIGH WANTS" functionality in the product requirements document.	First prototype through product shipment.			
3	Schedule	Schedule hits the market window of opportunity.	Phase 1 schedule +/- 2 months, or the Plan of Record (POR) schedule after a scope change.	Phase 1 schedule +/- 2 weeks, or the Plan of Record (POR) schedule after a scope change.	Ongoing throughout project.			
	Revenue	Revenues from sales, service, support meet or exceed minimum estimated to make this a viable product to develop.	Revenue matches forecast +/- 20%	Revenue matches forecast +/- 10%	During development this would be projected revenues based on the forecast and market competitiveness. After sales begin.			
	ROI	ROI, cash-to-cash meets or exceeds targets.	ROI matches forecast +/- 3%	ROI matches forecast +/- 2%	During Development based on forecast. After FCS (First Customer Shipment) based on actuals. Ultimately 3 - 5 years after project completion.			
1	Quality	Quality meets or exceeds customer expectations and our internal cost of quality goals. (Post-release serious and critical bugs, other SW metrics of quality, AFR, DOA, reliability etc.)	AFR rate half of previous product after 6 months shipping.	AFR rate 10% of previous product after 6 months shipping.	After first customers receive the prototypes, and throughout the lifetime of the product.			
	Supportability & Serviceability	We and our customers can effectively service and support the product in the field in the volumes shipped in a timely fashion, at or below our predicted support costs.	Support Staff rates this 2X as supportable as previous product.	Support Staff rates this 10X as supportable as previous product.	Throughout the supported lifetime of the product, especially in the first 3 - 6 months in order to assess corrective action requirements. During Development based on predictions using MTBF and AFR predictions comparing the product to similar products, SW defect find stats, test coverage, etc. After FCS/GA based on actuals.			
	Usability	Customer experience of learning, using and supporting the product meets or exceeds their expectations for ease-of-use.	Customers can learn to use the product in less than 20 minutes, getting their first data from a real sample in that timeframe. Customers rate this product as 2X more usable than previous product.	Customers can learn to use the product in less than 20 minutes, getting their first data from a real sample in that timeframe, without referring to the user manual. 5X more usable than previous.	From the time we have mock-ups of the user interface and during the first 3 months of product shipments. During development based on internal testing, external field testing, out of box testing. After FCS/GA based on defect and failure reporting attributable to "user error."			
	Costs	Costs at or below target, including manufacturing, support, warranty costs, TCO.	Budget +/- 30%	Budget +/- 20%	Throughout the project and the entire product lifecycle. During development this is based on projections. After FCS all are based on actuals.			
	Availability	Ability to ramp ahead of the demand curve with acceptable delivery times.	95% of orders fulfilled within 4 weeks of receipt during 3 month ramp up, and within 2 weeks thereafter.	100% of orders fulfilled within 1 week of receipt after 3 months ramp up.	During development this is based on a coordinated plan with the manufacturing partner. After FCS this is based on actuals. After sales begin.			
4	Company Success	Supports overall company success, including strategic, and fitting in with the rest of the product offering.	Reputation not tarnished by this product. Contribution to revenues and profits exceed previous product by 25%.	Reputation enhanced by this product. Contribution to revenues and profits exceed previous product by 50%.	Monitor the market and program during development to ensure market alignment. Assess actual sales/opportunities against the plan after FCS. Throughout the product shipment and support phase.			

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