



GB560 — Unit 4

Designing, Improving, and Implementing Processes

Unit 4 Assignment

You will be adding the information in this Assignment to the Assignment template you used in Units 1, 2, and 3. Please do not post this Assignment as a separate document, but as a continuation of your Change Document. Remember, you should not attempt to address the questions asked without first completing the required Reading. You may find you need to do additional research using the Kaplan virtual library or the Internet. For this Assignment your goal will be to evaluate and discuss metrics for measuring performance and task completion in the change process.

To successfully complete the Assignment your response to the questions will need to be between three and five pages in length:

Assignment Instructions

Below are the details of the tasks that you have to do for this unit:

11. Discover and describe at least three key performance indicators (KPI) for the suggested process change that must be continuously measured to ensure success. Ensure you separate out each KPI (do not put your answers into a single block paragraph).
12. Conduct research (using the Kaplan Library or the Internet) to compare and contrast Six Sigma, the Balanced Scorecard, and ISO9000/9001 as different methods for preparing performance and completion metrics. Metrics are performance markers, utilized at different intervals during the process timeline, to measure adherence to schedule and attainment of goals.
13. Recommend one of the three methods evaluated in question #12 as the best one for your change process. Be sure to thoroughly support and defend your recommendation.

Assignment submission:

Before you submit your Assignment, you should save your work on your computer in a location that you will remember. Submit this Assignment with your name, course number, section, and date to the Dropbox before the end of the unit.

[Unit 4 Assignment Grading Rubrics](#)