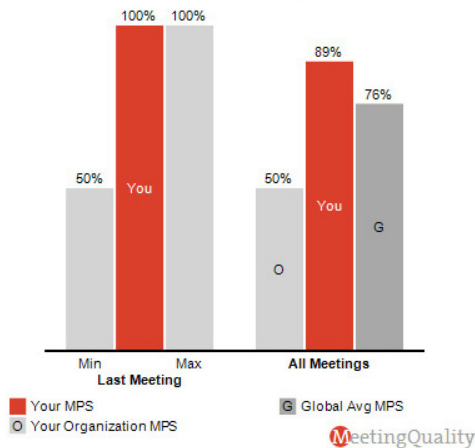


Project Success Family – Sample Metrics

MeetingQuality will predict project success probability based on the quality of relationships among project team members, steering committee members and stakeholders.

Meeting Promotor Score (MPS)



The MPS graphs show how meeting attendees rated this participant's contribution as well as how all attendees at all previous meetings have rated this participant.

Meeting Promotor Score (MPS) Network Map

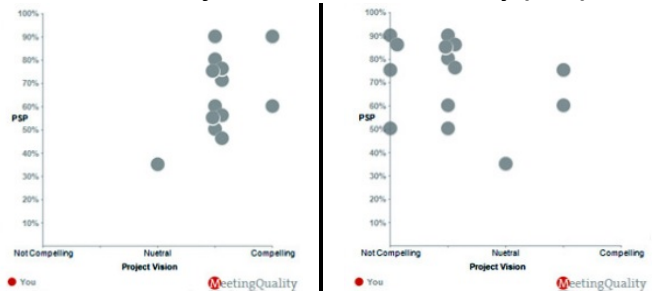


The network map shows the impact of two individuals contributing negatively. The color of the circles represent the strength of a participant's meeting contributions (average scores over time). The color of the lines connecting circles represents the strength of the relationship (average scores) between any two individuals in the network.

Waterfall Portfolio Report						
Project	Steering Committee		Project Team		Stakeholders	
	MQS	PSP	MQS	PSP	MQS	PSP
Waterfall Project A	68%	75%	73%	56%	65%	71%
Waterfall Project B	54%	80%	35%	40%	59%	25%
Waterfall Project C	80%	74%	68%	76%	73%	78%

The Portfolio Report tracks performance across multiple programs and portfolios. The red cells indicate that the project team and stakeholders both feel the project is unlikely to succeed. Meanwhile steering committee members believe the project will succeed. This is the classic profile of an over optimistic project manager.

Stakeholder Assessment of Project Vision versus Project Success Probability (PSP)



The left-hand graph shows typical stakeholder meeting results at a project's start. Each dot represents a participant in the stakeholder meeting. The participant who is the top right dot assessed the project vision as "compelling" with a very high chance of delivery (PSP = 90%). Contrast this with the participant who is the bottom left dot who assessed the project vision as "neutral" with very little chance of delivering anything (PSP = 35%).

The right-hand graph is typical of a project under pressure. Notice the dots on the right-hand graph have migrated left and up slightly when compared to the left-hand graph. This means the project vision is no longer compelling even though there is a strong chance of delivery. This is usually caused by a project team trading off too many benefits to deliver the project within the remaining time and budget.

Meeting Quality Score (MQS) versus Project Success Probability (PSP) over Time



This graph shows that for a specific recurring project team meeting, the probability of success (PSP) [red line] is holding steady while the quality of relationships (MQS) is declining. This would indicate that the team is burning itself out to deliver the project. This contradiction becomes significant if the project delivery date is some time away, and if so, the project will probably require an intervention.