Measurement System

**O** = Outcome Measures

**D** = Driver Measures

**P** = Process Measures

**B** = Balancing Measures

O = Outcome Measures

Measures of our ultimate aim or goal. How is our system performing?

D = Driver Measures

Intermediary outcome measures, tied to our driver that should predict progress on our ultimate outcome measures.

P = Process Measures

Measures closely tied to the specific work processes we are trying to change. Are the processes performing as planned?

B = Balancing Measures

Measures of unexpected changes. What unintended consequences might occur as we improve our outcome and process measure?
**Measurement Types and Case Examples**

**Outcome Measure (Lagging)**
Lagging outcome measures assess the result of the improvement project and are only available after a project has concluded and thus do not inform further iterations.

In the STL-Delaware Case the lagging measure was the proportion of students retained in grade 9 after the improvement project had taken place.

**Outcome Measure (Leading)**
Leading measures assess how the system is performing and are designed to predict the ultimate outcome of interest.

In the STL-Delaware Case the leading measures were the percentages of students on math, ELA, attendance, and discipline watch lists throughout the academic year.

**Driver Measure**
Driver measures are intermediary outcome measures, that are tied to the driver and should predict progress on our ultimate outcome measures.

In the STL-Delaware Case the driver measure for the student mindset driver was percentage of students who agreed and disagreed with the statement that people are either good or bad at math.

**Process Measures**
Process measures are closely tied to the specific work processes that are being targeted.

In the STL-Delaware Case the process measures were the percentages of targeted students revising tests.