

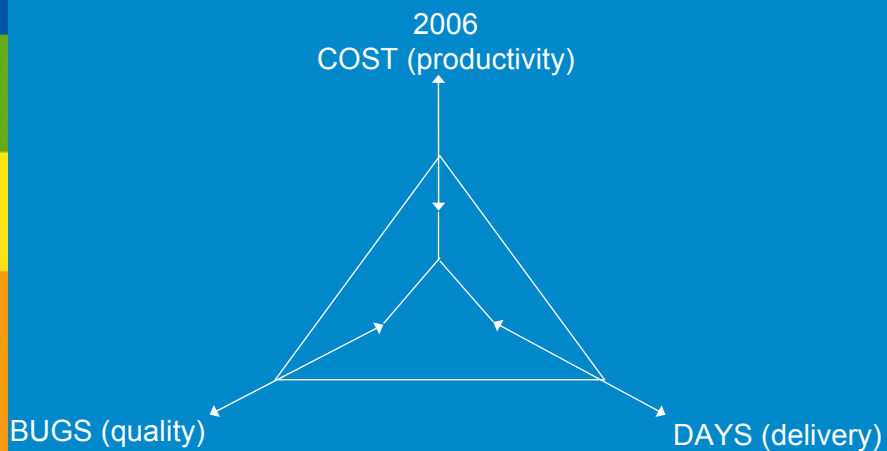
# ACOSM 2006



“Let me count the ways.... that  
metrics have added to our bottom line”

David Wright  
Director – Development Services  
DST International

# ACOSM 2006



# ACOSM 2006



## PRODUCTIVITY

# ACOSM 2006



PRODUCTIVITY



49%

COSTS



\$2.9m

# ACOSM 2006



## QUALITY

# ACOSM 2006



QUALITY



25%

COSTS



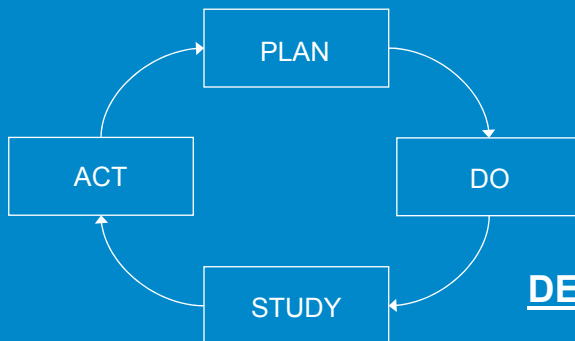
\$1.2M

ACOSM 2006



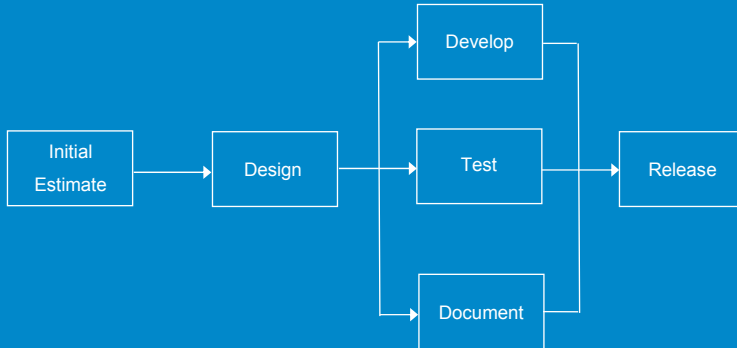
DELIVERY

ACOSM 2006

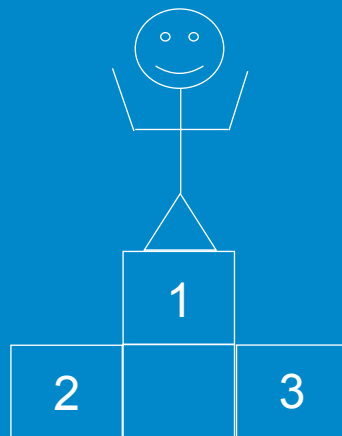


DEMING  
IMPROVEMENT  
CYCLE

# ACOSM 2006



# ACOSM 2006



PEOPLE  
PERFORMANCE

# ACOSM 2006



ARCHITECTURE

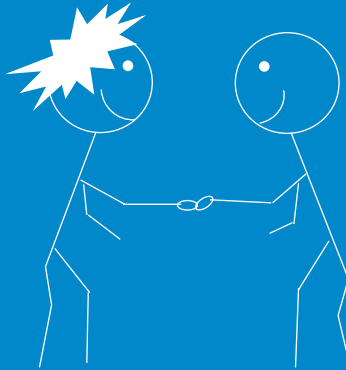
# ACOSM 2006



## Logic Points

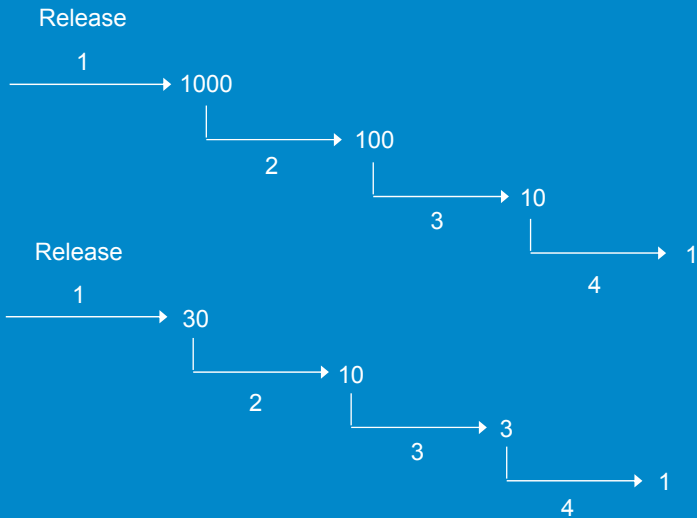
IF	←	Logic Point
Then	←	Logic Point
ELSE	←	Logic Point
Then	←	Logic Point

# ACOSM 2006



## CUSTOMER RELATIONSHIPS

# ACOSM 2006



# ACOSM 2006



“Let me count the ways that metrics  
have added to our bottom line....  
\$4 million of ways.... per annum”

David Wright  
Director – Development Services  
DST International