

Metrics to Guide Your Collaboration Tool Selection

Try  **smartsheet** for free

1. Productivity	
Task Completion Rate	Compare the percentage of tasks completed correctly and on time to the overall number of tasks assigned.
Project Completion Time	Compare the actual time taken to complete a project correctly to the projected timeline or schedule baseline.
Output Quality	Measure the quality of work produced using customer satisfaction or feedback surveys, quality control processes (e.g. checks and audits), or throughput.
2. Communication	
Response Time	Determine the average time taken to respond to messages or inquiries by dividing the total amount of time taken to respond to tickets or inquiries by the total number received.
Meeting Effectiveness	After a meeting, compare the list of agenda items to what was actually covered, follow up on action item completion rates, and conduct periodic meeting surveys to determine what's useful for attendees and what could be improved.
3. Collaboration	
Team Collaboration Frequency	Track how often team members work together on tasks, projects, and meetings. Consider referencing the productivity metrics listed in this table to determine if the collaboration frequency should be modified.
Cross-Functional Interaction	Track the frequency and quality of interactions across departments and teams, specifically interactions that get work completed.
Knowledge Sharing	Measure the frequency with which and extent to which information is shared across the team, as well as how easily team members can access it, by monitoring activity in collaboration tools and platforms.
4. Efficiency	
Resource Utilization	Measure the effectiveness of resources (i.e. personnel, budget, time) being used across projects and collaborative efforts.
Process Efficiency	Measure the efficiency of workflows and processes to complete and deliver work via cycle times, time to market, and bottleneck instances.
Error Rates	Measure the frequency of errors or rework required by comparing the number of incorrectly completed tasks to the overall number of assigned tasks.
5. Customer and Stakeholder Satisfaction	
Customer Feedback	Measure customer satisfaction levels with the final output or outcome via customer surveys, reviews, and feedback forms.
Stakeholder Feedback	Collect stakeholder feedback on the quality of the final outcome as well as actual time to completion, along with satisfaction with communication and response times throughout the project.

DISCLAIMER

Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk.