

Data Analysis Guided Operations Management: From Reporting Productivity to Monitoring Work Queues and Predicting Work Effort

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Reports developed that track NCS center work effort by events completed by month are described and shown. The extension of this work to track incomplete work and aged work queues is also described. A further extension, prediction of upcoming volume based on the aging of the participant base and expected retention is also developed. The core elements that extend across computing / data base elements are highlighted. SAS code for working against legacy data stores (Westat SAS extract based) will be available on memory sticks for distribution. Certain results from the Salt Lake experience will be highlighted, e.g., the challenges of maintaining consistent coding with final event outcomes coded and monitoring work queues within time windows.

In the place of graphics, sample pages from actual MIS reports will be displayed (with rounding rules having been applied).