Quality Assurance & KPI Management

Build a scorecard that links operational metrics to corrective actions.

Independent Demonstration Project. Illustrative materials created to showcase professional capabilities. Not a commercial client engagement.

SCENARIO AND ASSUMPTIONS

Synthetic weekly scorecard for a data processing team.

KEY FIGURES (ILLUSTRATIVE)

4	5	1 owner
KPIs on the scorecard	steps from definition to recheck	and due date for every action

DELIVERY APPROACH

1. **Define** — Define each KPI and agree thresholds before launch.
2. **Sample** — Randomly sample completed tasks; record defect category and severity.
3. **Calibrate** — Calibrate reviewers weekly using shared examples.
4. **Assign** — Assign corrective actions to owners with due dates.
5. **Recheck** — Recheck failed metrics after coaching and report trends.

PORTFOLIO / 04 · OPERATIONAL CONTROLS

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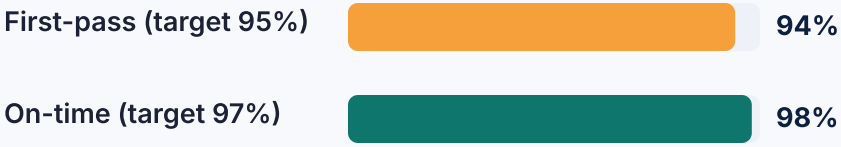
Illustrative planning and monitoring example. All values are synthetic and are not actual client outcomes.

CONTROL TABLE

KPI	SAMPLE RESULT / TARGET	ACTION
First-pass acceptance	94% / 95%	Coach
On-time delivery	98% / 97%	Maintain
Rework rate	6% / 5% max	Root cause
Critical defects	1 / 0	Escalate

SCORECARD STATUS (SYNTHETIC)



First-pass below target · On-time above target · Rework above max · 1 critical defect

Each result below target is assigned an owner and a due date.

RELEVANT CAPABILITIES

Quality Assurance · Performance Management · Data Annotation

Want to discuss a similar pilot for your project? northpagedigital@gmail.com

Prepared as a self-directed portfolio sample. No client affiliation or historical results are claimed.