

*For some companies, IT excellence simply means achieving the right balance between IT value and IT cost.*

## **Measures of Excellence**

Although it is difficult to quantify IT excellence, the Six Sigma approach to business performance measurement can be a good starting point.

According to statistical experts, Six Sigma teams usually take a process approach, measuring each business process by looking at three factors:

- 1** Output or outcome (eg, deliveries, defects, profits, customer satisfaction)
- 2** Processes, or any activity that can be tracked and measured over time
- 3** Input, or materials that enter the process for transformation into output