Define Success Metrics

Detailed Learning Outcomes

Corporate Visions | Skills Training

Module	Visual Concept	Learning Outcome	Key Content	Runtime
Introduction: Define Success Metrics		Start every customer partnership by agreeing on what success looks like and how it will be measured.	• Triple Metric: Corporate–BU–Project • One metric alone is insufficient	10 minutes
Agree on Metrics at Multiple Levels		Define success using metrics that matter to every stakeholder.	• Start from corporate outcome; work back • Quality test: relevant, provable, linked upward • Map linkages Project → BU → Corporate	25 minutes
Plan for Partnership Success		Turn metrics into a provable success plan by using Partnership Planning to lock in metrics, commitments, and the review rhythm that drives renewal and expansion.	• Get the right room; mirror seniority • Agenda: decision, goals, metrics, success factors • PPTG commitments: owner, source, cadence, corporate link	25 minutes

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