

BALANCED SIGNAL BOARD

One team, one service. One row per delivery metric.
Read every row together, every week.

TEAM AND SERVICE: _____

DELIVERY

The metric the team is praised for.

CHECKED BY

The delivery metric that argues with it, on the same row: rework rate beside lead time.

EXPERIENCE

What this number costs the people producing it. One pulse question each sprint is enough.

OUTCOME

What a customer or the business would notice if this number went wrong.

IF GAMED

If somebody games this number, which axis moves? Answer before anyone can. "Nowhere yet" counts.

LAST DECISION

The decision this row changed, and when.

NEXT ROWS: the same six lines. Add a row only when the team can name a decision it would change.

DONE WHEN: every row has all six lines, the team has read the rows together weekly for a month, and any row that changed no decision is gone.