

Broken Metric Triage Worksheet

Domain Methods

WHAT THIS SHEET IS FOR

Use this worksheet when one KPI is politically unreliable and the room needs to decide whether the first fix belongs in ownership, definition cleanup, or pipeline / model remediation.

1. NAME THE METRIC IN SCOPE

- Broken metric or report: _____
- Which meeting or decision keeps getting poisoned? _____
- What changed that made the metric feel unreliable now? _____

2. OWNERSHIP CHECK

- Is there one named owner who can defend the metric? yes / no
- Who approves changes, caveats, or exception handling? _____
- What keeps falling back to Slack, side sheets, or memory? _____

3. DEFINITION CHECK

- Do teams use the same label to mean different things? yes / no
- What inclusion, exclusion, or confidence rule is still disputed? _____
- Which team disagreement shows the definition break most clearly? _____

4. PIPELINE / MODEL CHECK

- If the definition is stable, is the data path still late, brittle, or wrong? yes / no
- Which source, sync, model, join, or exception rule is the main break? _
- What proof would show the pipeline fix actually worked? _____

5. DECISION RISK

- What bad decision happens if the room trusts the metric too early? _____

- Is this metric only directional, decision-grade, or board-grade today? _

- What caveat must travel with the number until the first fix lands? _____

6. CHOOSE ONE FIRST REPAIR PATH

- Lead branch: ownership / definition / pipeline-model / stop-and-scope

- Named owner for the first fix: _____

- Next live meeting where the team will test the repair: _____

- What should explicitly wait until later? _____

7. ROUTE THE NEXT MOVE

- Use Three Teams, Three Numbers when the metric fight is really cross-functional definition conflict.

- Use Data Foundation when the business answer is clear but the data path still cannot support it reliably.

- Use Translate the Ask only if the room still cannot name the metric, decision, or real failure layer.