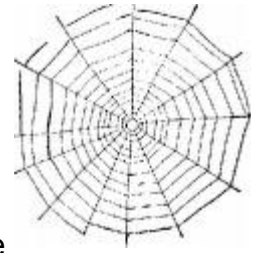


Radar Chart

By Sanjeev K Dhawan



What

Radar charts are used:

- ✚ To visually depict the incremental improvements over a period of time
- ✚ To measure performance against benchmarks
- ✚ As a visual snap shot of progress over several criteria

Radar charts are also known as Spider Web Charts or Arachnoid diagram

When

When team members need motivation to achieve results against difficult targets (believed to be unachievable/ impossible).

One way to do this is to show how their performance compares with the best achievable.

Radar Charts give a very visible way of showing progress and performance against several targets at the same time.

It is also an excellent presentation method.



How

For each of the parameters of targets involved, identify a precise definition of the target and how it can be measured.

Measure the performance against the target and display it on the diagram.

Each time the performance is measured:

- ✚ Either a new diagram can be constructed
- ✚ or, new measurements may be marked on the old diagram

Example

A company decided to use the radar chart to show the improvement of its Quality System over a period of time (figure 1). The parameters and measures chosen were based on the ISO 9001:2000 clauses ranging from clause 4.1 to clause 8.5

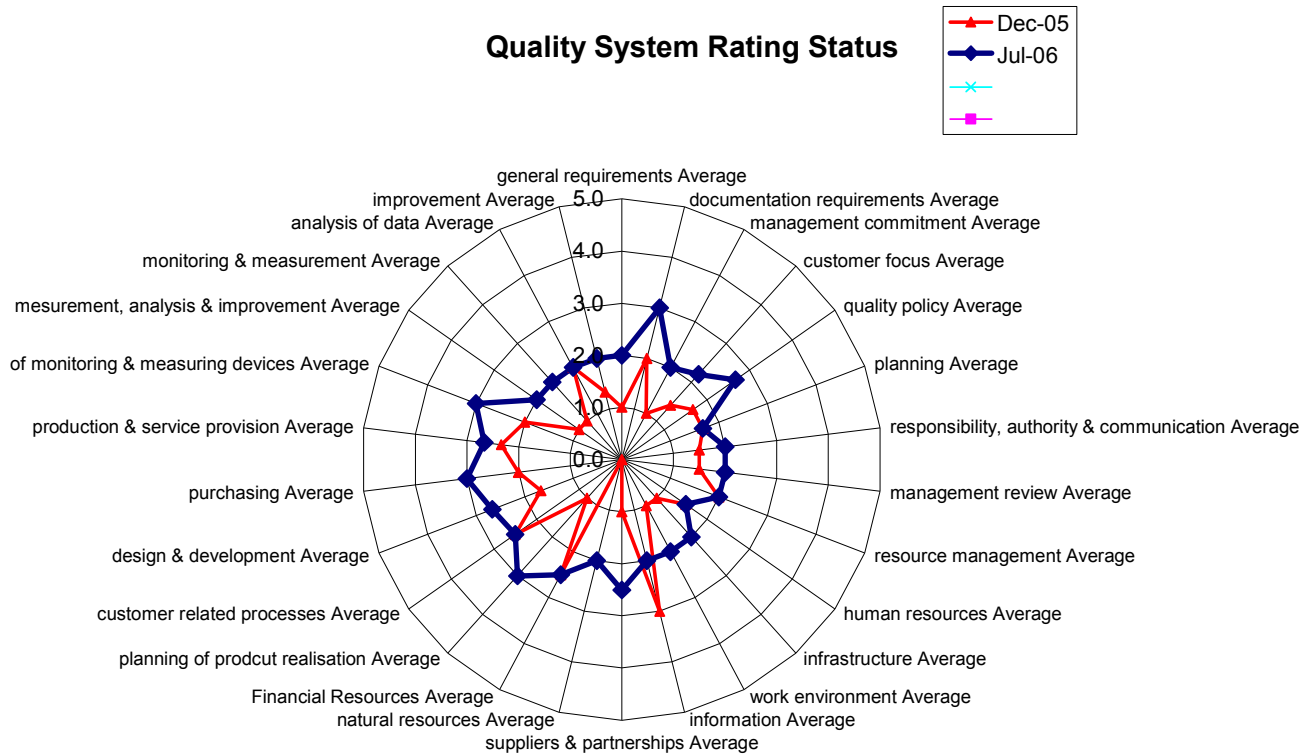


Figure-1: An example showing progress on various quality system aspects over 8 months period

Why

The radar chart shows at a glance the progress being made towards targets or with respect to previous performance.

When benchmarking, the radar chart can be used to show current performance, the immediate target & “the average in class” or “the overall best in class” performance.