



GPT Innovation Team Training – Module 6

Module Title: Measure What Matters: Tracking GPT Usage, Value, and Impact

Module Overview

AI without data is just guessing. In this module, you'll learn how to track how our GPT agent is used, what value it's creating, and where it needs to improve. You'll become the team's **data translator** - turning activity into insight and insight into action.

Here you'll help prove that GPT is **making us smarter, faster, and more consistent**.

Learning Objectives

By the end of this module, you will be able to:

1. Track prompt usage, adoption rates, and response patterns
 2. Analyze “helpfulness” scores and identify weak spots
 3. Correlate GPT usage with business impact (errors avoided, time saved, etc.)
 4. Create simple dashboards to visualize GPT value
 5. Recommend improvements based on usage data
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Lesson Content (Scripted Format)

Part 1: Why Analytics Matter

“If it's not measured, we can't prove it's working. And if we can't prove it's working, it won't last.”

Your job is to:

- Show what's being used
 - Find what's helping
 - Fix what's not working
 - Tie it all to real outcomes like fewer misloads, faster onboarding, or less rework
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Part 2: What to Track

Here are the most valuable metrics:

<u>Category</u>	<u>What to Track</u>	<u>Why It Matters</u>
Usage	# of prompts used per week, most-used prompts	Tells you what's valuable
Helpfulness	"Was this answer helpful?" % rating	Measures effectiveness
Gaps	Prompts with repeated clarifications	Shows where content needs improvement
Adoption	Who's using it? By role/shift	Guides training focus
Impact	Time saved, error rates, feedback themes	Proves ROI

Part 3: Sample Impact Stories

Look for ways to show **cause and effect**:

- "After launching the rework prompt, rework form errors dropped 25%"
- "Supervisors using GPT coaching scripts saw fewer HR escalations"
- "Cycle counter training time decreased from 4 days to 2.5 with GPT job aids"

Use **real numbers + plain language** to tell the story.

Part 4: Simple Dashboard Tips

Use Excel or Power BI to track and show:

- Weekly usage (bar graph)
- Top 5 prompts (table or pie chart)
- Helpfulness % over time (trend line)
- New vs. repeat users (adoption indicator)

Build once, update weekly/monthly. Keep it clean and visual.

Part 5: Recommend, Improve, Repeat

Every month, answer these 3 questions:

1. What's working well? (Usage + feedback)
2. What needs to be fixed? (Low helpfulness or repeated confusion)
3. What should we build next?

Deliver these insights to the GPT team and CI facilitators to help guide the roadmap.

Practice Activity

Task:

Use the provided **sample GPT usage log** (Excel file) to do the following:

1. Identify the top 3 used prompts
 2. Highlight any prompts with helpfulness scores below 75%
 3. Suggest one improvement based on the data
 4. Build a one-page dashboard or summary using Excel or Power BI
 5. Upload your insights as GPT_Analytics_[YourName].xlsx
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Quiz (Knowledge Check – 6 Questions)

1. What is the purpose of tracking GPT metrics?
 - a. To report bugs
 - b. To prove GPT's value and find improvement areas 
 - c. To spy on team members
 - d. To create policies
2. What does a low helpfulness score tell you?
 - a. The prompt is excellent
 - b. The prompt might need to be reworded or updated 
 - c. People love the prompt
 - d. Nothing important
3. Which of these shows GPT is helping?
 - a. Prompts aren't used
 - b. Training time gets longer
 - c. Errors go down and users say it helps 
 - d. Supervisors ignore the tool
4. What's a good way to present GPT analytics?
 - a. In a long memo
 - b. In a spreadsheet with no formatting
 - c. In a clean dashboard with charts and insights 
 - d. In a whiteboard photo
5. What should you do each month with the data?
 - a. Delete it
 - b. Guess what to improve
 - c. Answer: What's working, what's broken, what's next 
 - d. Email it to everyone in IT

6. Which of these is an impact metric?
- a. Number of emails
 - b. Number of SOPs printed
 - c. Time saved using a prompt 
 - d. Number of badges awarded
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Reflection Prompt

“If GPT could help reduce one frustrating error or delay in your operation, what would it be and how would you measure that improvement?”

Submit your response using the Sandbox Reflection Form.



Completion Badge

Badge Name: *"GPT Analyst – Level 1"*

Requirements:

- Pass quiz
- Upload analytics dashboard or summary
- Complete reflection