Service Design Readiness Checklist

For: Product / CX Leads

Goal: Ensure overall readiness before investing in service design system

Adoption: Measuring Consumption and Satisfaction

1. Consumption Analysis

Component Usage

- [ ] Track which components are most frequently used.
- [ ] Identify which components are least used or unused.
- [ ] Determine if unused components should be removed or redesigned.
- [ ] Monitor component usage trends over time (monthly, weekly, daily)

Cross-Team Utilization

- [ ] Verify that all teams consume the design system.
- [ ] Identify teams or applications not using the design system.
- [ ] Assess whether the design system accommodates different application types (internal business apps, public websites, mobile applications)
- [ ] Detect if teams are creating custom components outside the design system.

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Design-Development Consistency

- [ ] Compare design components (Figma, Sketch) with developed components in production.
- [ ] Identify discrepancies between design and development versions.
- [ ] Evaluate interface consistency across applications.
- [ ] Assess whether time, budget, or communication gaps cause inconsistencies.

Organizational Understanding

- [ ] Measure whether the design system improves internal communication.
- [ ] Track non-technical colleagues accessing brand guidelines and resources.
- [ ] Assess whether the design system enhances understanding of design and development disciplines.
- [ ] Monitor downloads of organizational resources (PowerPoint templates, email signatures)

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Consumption Metrics to Track

- [ ] Number of components consumed per month (or week/day)
- [ ] Number of consuming applications
- [ ] Number of consuming designers
- [ ] Number of consuming developers
- [ ] Number of visits to the design system documentation platform

2. Satisfaction Assessment

User Value and Appreciation

- [ ] Confirm the design system is useful to users.
- [ ] Verify it facilitates work and allows focus on user experience.
- [ ] Identify if users feel constrained in their creativity by standardized elements.
- [ ] Assess risk of users bypassing system components to create their own.

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Contribution Process Effectiveness

- [ ] Evaluate whether the process for requesting new components is efficient.
- [ ] Measure if delivery times are acceptable.
- [ ] Confirm delivered components match initial requirements.
- [ ] Assess team dependency on dedicated design system teams.

Satisfaction Metrics to Track

- [ ] Conduct regular user interviews.
- [ ] Send satisfaction surveys at defined intervals.
- [ ] Measure Net Promoter Score (NPS, likelihood users would recommend the design system to peers).

Next section: **Progression**

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Progression: Monitoring Construction and Maintenance

1. Component Development

Component Creation Rate

- [ ] Track how many new components are created.
- [ ] Measure time required to create new components.
- [ ] Verify all components are properly documented.
- [ ] Cross-reference creation rate with consumption data to avoid unnecessary components.

Component Completeness

- [ ] Ensure graphical components exist for designers (Figma, Sketch, etc.).
- [ ] Verify developed versions exist for developers.
- [ ] Confirm components are available in all required technologies (React, Angular, etc.).
- [ ] Check that appropriate documentation accompanies both versions.

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Contribution Activity

- [ ] Monitor frequency of new component requests.
- [ ] Track contribution requests even with a comprehensive component library.
- [ ] Assess if lack of contribution requests indicates adoption issues.

Update Process Efficiency

- [ ] Evaluate ease of updating the design system.
- [ ] Verify a clear update process was defined at launch.
- [ ] Assess whether the process facilitates healthy system development.

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2. Quality and Communication

Bug Management

- [ ] Track number of bugs reported.
- [ ] Monitor whether bugs are being addressed.
- [ ] Assess bug trends relative to system maturity.
- [ ] Verify bug counts are declining over time.
- [ ] Measure bug resolution time and confirm it's shortening.

Communication Infrastructure

- [ ] Confirm a dedicated communication channel exists for the design system.
- [ ] Verify consuming teams can easily reach implementation teams.
- [ ] Assess whether users can ask questions effectively.
- [ ] Evaluate whether system designers can communicate evolution updates.

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3. Progression Metrics to Track

Component Tracking

- [ ] Use tools like Figma to track component evolution.
- [ ] Implement a dedicated tracking board (e.g. Jira)
- [ ] Create a dedicated backlog with tickets per component.
- [ ] Track components through phases: request → creation → development → testing → documentation → delivery

Quantitative Indicators

- [ ] Average time to design a simple component
- [ ] Number of consuming applications
- [ ] Number of contributions (new component requests) per month
- [ ] Year-over-year progression of contributions
- [ ] Number of bugs generated
- [ ] Number of bugs processed
- [ ] Dedicated bug tracking and resolution board metrics

Next section: **Performance** →

Service Design Readiness Checklist

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Performance: Demonstrating Production Value

1. Production Efficiency

Time Reduction

- [ ] Estimate production time savings before design system launch (for stakeholder buy-in)
- [ ] Compare time spent designing screens without the design system vs. with it.
- [ ] Evaluate time spent on basic screens with simple components.
- [ ] Assess time spent on complex screens with components requiring evolution.
- [ ] Calculate average screens completed per month per designer.
- [ ] Multiply individual productivity by number of designers for team-level impact.

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Quality Improvement

- [ ] Measure whether bug counts have decreased.
- [ ] Assess whether production quality has increased.
- [ ] Evaluate reduction of accumulated graphical debt.
- [ ] Track reduction of technical debt.
- [ ] Monitor bugs related to obsolete or difficult-to-maintain technology.

Onboarding Efficiency

- [ ] Measure onboarding time for new designers.
- [ ] Measure onboarding time for new developers.
- [ ] Assess whether centralized resources and documentation reduce training time.
- [ ] Track new team member productivity ramp-up time.

Innovation Velocity

- [ ] Monitor number of MVPs designed and launched.
- [ ] Assess whether rapid component availability facilitates MVP conception.
- [ ] Evaluate if design system enables faster experimentation.

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2. Performance Metrics to Track

Time-Based Indicators

- [ ] Time spent on a basic screen without design system vs. with design system
- [ ] Average number of screens completed per month per designer
- [ ] Total team screen production capacity

Productivity Indicators

- [ ] Number of tasks/tickets/points completed per month
- [ ] Track whether production increases with design system maturity
- [ ] Monitor velocity trends over time

Quality Indicators

- [ ] Number of bugs generated in production
- [ ] Bug rate trends over time
- [ ] Product Net Promoter Score (NPS)

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Contextual Assessment

Before implementing measurement, evaluate your specific context:

System Scope

- [ ] Number of applications using the design system
- [ ] Types of end users (internal employees, external customers, partners)
- [ ] Technologies in use (React, Angular, other frameworks)
- [ ] Devices supported (desktop, mobile, tablet, other)

Organizational Readiness

- [ ] Governance model is defined
- [ ] Dedicated team resources are allocated
- [ ] Cross-functional collaboration is established (technical, product, design teams)
- [ ] Evolution and maintenance processes are planned
- [ ] Stakeholder engagement is secured

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Measurement Prioritization

- [ ] Determine which indicators are most relevant to your context.
- [ ] Establish baseline measurements at launch.
- [ ] Define measurement frequency and review cadence.
- [ ] Assign responsibility for tracking and reporting.
- [ ] Create dashboards or reporting mechanisms.

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Critical Success Factors

Regardless of context, ensure these foundational elements are in place:

- [ ] **Adoption measurement is prioritized:** Without adoption, even technically excellent systems fail.
- [ ] **Users are involved from the beginning:** Understanding user needs and context determines relevant indicators.
- [ ] **The system is treated as a living organism:** It requires continuous care, feeding, and evolution.
- [ ] **Investment is justified through demonstrated savings:** Performance metrics connect system costs to production value.
- [ ] **Governance ensures sustainability:** Clear ownership, processes, and dedicated resources prevent abandonment.
- [ ] **Measurement begins at launch:** Baseline data and consistent tracking enable meaningful progress assessment.

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Review Frequency Recommendation:

- **Adoption metrics:** Monthly
- **Progression metrics:** Sprint-by-sprint (bi-weekly or monthly)
- **Performance metrics:** Quarterly with annual comprehensive review
- **Satisfaction surveys:** Quarterly
- **User interviews:** Ongoing (rotating through different user groups)

You’re all set!

With this checklist, you can be certain that your design system implementation will truly be meaningful and effective.

From checklist to reality

Looking to supercharge your app development with a design system and professional support? Our developers, designers, and strategists are here to help.

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