

# Kiviat Charts

By Linda Westfall

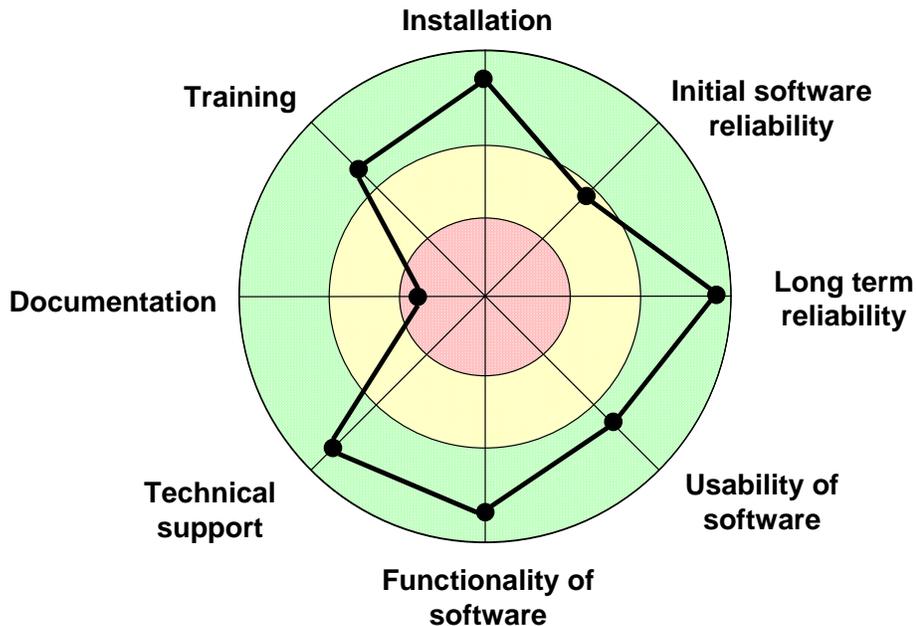


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Many times, it takes more than one metric to understand, evaluate or control a software product, process, service or project. One way to show a summary view of a set of metrics is to use a Kiviat chart, also called a polar chart, radar chart or spider chart. In a Kiviat chart, each “spoke” represents a metric with the metric’s value plotted on that spoke. An outer circle (or pattern) on a Kiviat chart can be used as the objective or threshold or inner and outer circles (or patterns) can be used to depict valid ranges. Alternately, the Kiviat chart can be combined with a stoplight chart by adding red/yellow/green bands to the chart.

Figure 1 illustrates an example of a Kiviat chart that summarizes a set of customer satisfaction scores shown previously in Figure 19.12. From this chart, it is fairly easy to identify documentation as the area that is farthest away from the outer circle goal of having a 5 (very satisfied) as a satisfaction score. Therefore, documentation presents the best opportunity for process improvement according to this chart.

## Customer Satisfaction Survey Results For Project A



**Figure 1** Kiviat Chart Example

A Kiviat chart can also be used to compare several different items (for example, projects, products or processes) across several parameters against the ideal by plotting additional sets of point. For example, Figure 2 illustrated the comparison of two different product customer satisfaction results.

# Customer Satisfaction Survey Results Comparison of Project A & B

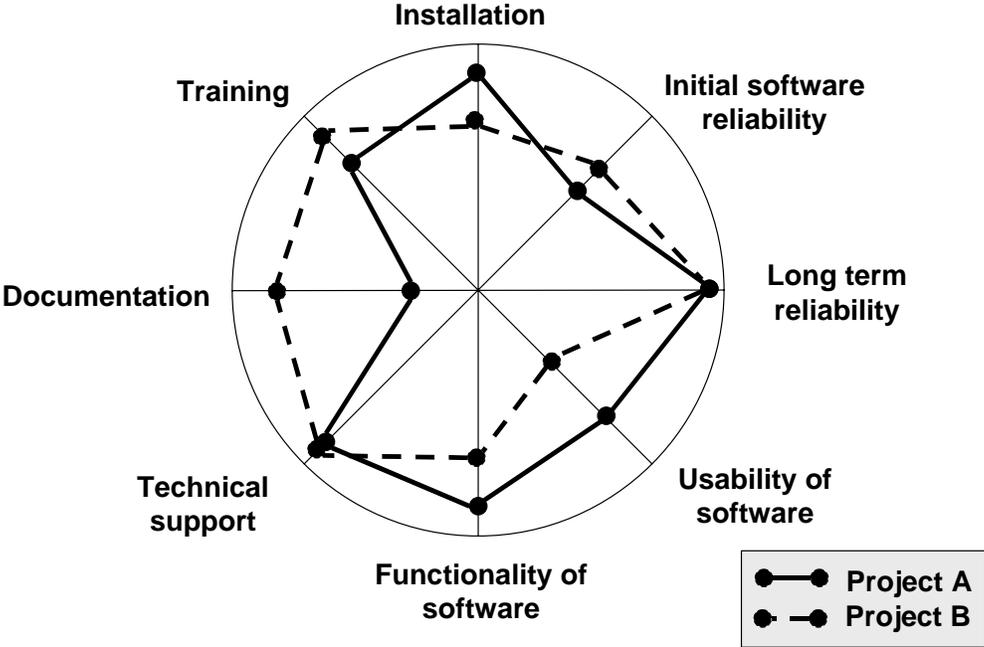


Figure 2 Kiviat Chart Comparison Example