Product Brief / Performance Management Services:

PM SERVICE OFFERINGS:

KPI "FIT FOR PURPOSE" ASSESSMENT:

It is not uncommon for companies to establish KPI's in good faith, only to find that they are of little value or indeed are misleading.

This service will undertake an assessment of existing KPI's to determine how well they serve the business and the individuals that use them.

KPI DEVELOPMENT

TrustedBI will facilitate the development of companies KPI's.

INFORMATION MAP / GAP ANALYSIS:

In order to service a KPI information is required. Often the KPI can be developed with little consideration of whether the data is available, how accurate it is or what changes may be required.

This service will define the information map, provide a gap analysis and provide a roadmap between what is available today and what is required to support the KPI and Performance Metrics.

SYSTEMS REVIEW AND RECOMMENDATION

TrustedBI will undertake a review of current systems and processes in place to derive required performance metrics.

TrustedBI will make recommendations on maximising the value of existing investments and providing recommendations on improvements or additional components if required.

OVERVIEW

TrustedBI specialises in helping organisations maximise the benefit of their Business Intelligence deployments.

Performance management is an umbrella term that that describes the methodologies, metrics, processes and systems used to monitor and manage an enterprise's business performance.

In essence Performance management allows organisations to measure, monitor and improve financial and operational performance – essential for effective business management and adhering to compliance regulations.

THE MYTH OF PERFORMANCE MANAGEMENT

Performance Management is not simply defining KPI's nor is it simply deploying technology.

Typical problems:

- KPI's that are either poorly understood or mean different things to different people
- Performance metrics that mean little to the person doing their day job
- Performance metrics that produce misleading or wrong information
- KPI's that produce unactionable results
- KPI's that do not develop as the company changes
- How do we develop Performance metrics/KPIs that are meaningful and manageable
- How do we know if our systems and data can support our performance metrics
- Having invested technology, are we getting the best usage and value
- How do we measure the effectiveness of KPI's

HOW IS TRUSTEDBI DIFFERENT

TrustedBI is unique in that we understand both the people, process and communication side of the equation **AND** the technology, systems and information side.
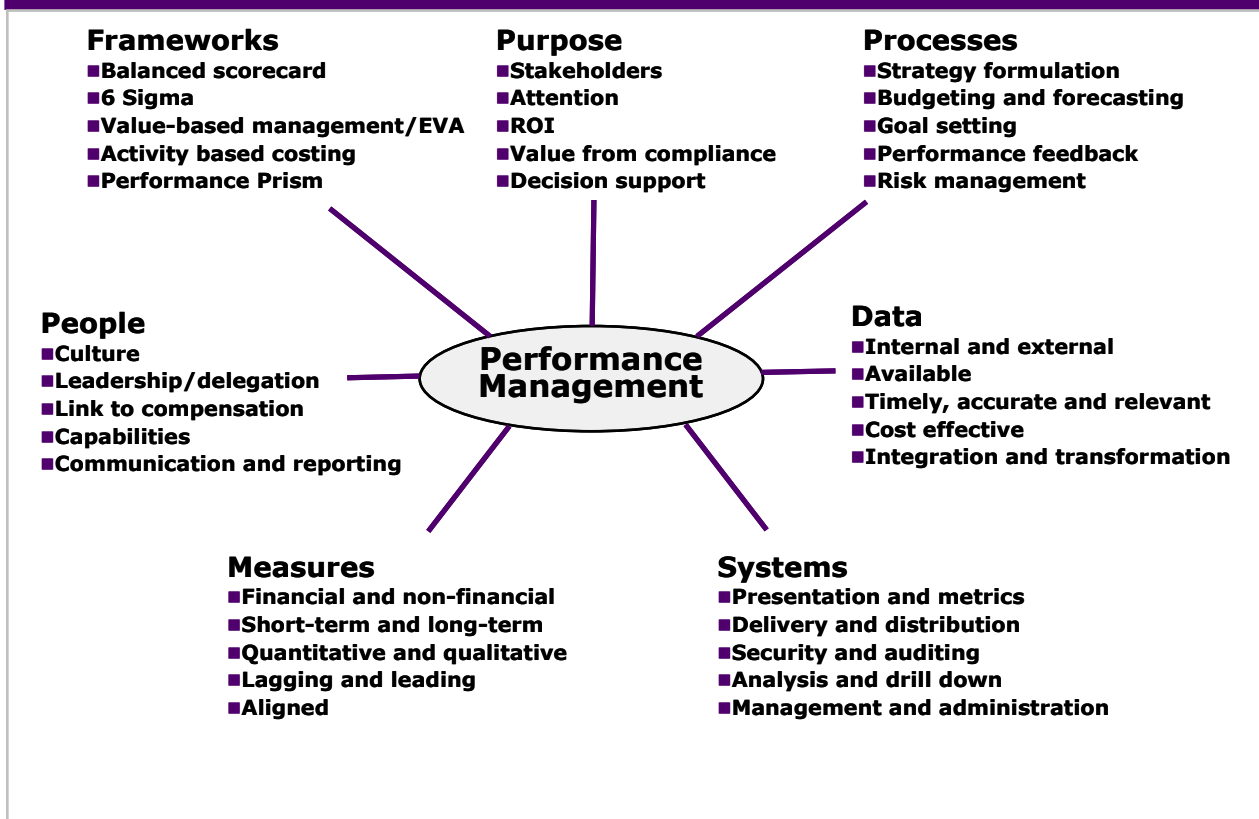
We have a comprehensive methodology for the implementation of Performance Management that will either help define your KPI's or take existing KPI's marry these to market leading technology and ensure the correct processes and communication is in place to derive the true business value both now and on an on-going basis.

Our approach and solutions will seek to ensure Performance Metrics and KPI's are:

- Aligned to the business
- Clear understanding is shared
- The metrics are communicated and presented effectively
- How to use the results of KPI metrics is known
- How to proliferate the KPI metrics throughout the organisation
- How to ensure continued value as the company changes
- How to manage KPI's on an on-going basis

Our approach is flexible to accommodate a Performance Management programme that may already exist such as 6 Sigma or Balanced Scorecard, or work with companies who use their won version or non at all. We will marry the requirements of the business to the market leading technology, integrate with existing systems, provide appropriate training and ensure the systems meet the needs of the business and its users.

Key Components of Performance Management:

Frameworks
- Balanced scorecard
- 6 Sigma
- Value-based management/EVA
- Activity based costing
- Performance Prism

Purpose
- Stakeholders
- Attention
- ROI
- Value from compliance
- Decision support

Processes
- Strategy formulation
- Budgeting and forecasting
- Goal setting
- Performance feedback
- Risk management

People
- Culture
- Leadership/delegation
- Link to compensation
- Capabilities
- Communication and reporting

Performance Management

Data
- Internal and external
- Available
- Timely, accurate and relevant
- Cost effective
- Integration and transformation

Measures
- Financial and non-financial
- Short-term and long-term
- Quantitative and qualitative
- Lagging and leading
- Aligned

Systems
- Presentation and metrics
- Delivery and distribution
- Security and auditing
- Analysis and drill down
- Management and administration

Business Benefits

When you adopt performance management, you'll be able to:

- **Plan for success** and align people around common goals
- **Measure current performance** of teams and individuals against plans and targets
- **Adapt to changing business conditions** with trusted information
- **Drive better decision making** with clear, meaningful and accurate information
- **Communicate strategy** and visualise organisational goals for everyone
- **Make better use of available data** by accessing and presenting how you need it
- **Make Pro-active decisions** based upon timely performance metrics
- **Drive a step change in business performance**

HOW TO CONTACT US
We are always keen to discuss your particular requirements, goals or issues – please call us on +44(0)1628 421512 or email enquiries@trustedbi.co.uk