



KPI Manager

One of the challenges companies face nowadays is to define and measure progress towards organizational goals. Once an organization has analyzed its mission, identified all its stakeholders, and defined its strategy, it needs a way to measure progress towards achieving the goals it sets. How to effectively monitor performance is an essential requirement for improving performance and is an issue that concerns managers across all facets of the business. Performance in this context can mean financial or non-financial performance. In fact, it is now widely accepted that the key drivers of future financial performance are non-financial.

Would you like to see exactly how your organization is performing at the moment?

KPIManager facilitates the simple easy creation of Key Performance Indicator (KPI) scorecards, enabling managers to easily track performances against defined targets.

Benefits:

- Any number of KPIs can be created and organized into required perspectives of the organization
- KPI outcomes and drivers can be defined and viewed in an intuitive manner
- KPI control charts enable management users to review KPIs graphically
- KPIManager can access KPI data measures directly from existing CubeReporter cubes or from other data sources, or data measures can be manually input
- Users can quickly view the status of KPIs, highlighting areas of concern for traditional investigation or corrective action.

What Are Key Performance Indicators (KPI) ?

What is measured is managed. Most objectives are measurable. Key Performance Indicators (KPIs) are quantifiable measurements that reflect the critical success factors or an organization. Any organization will have many such critical success factors, with varying degrees of relevance dependent upon who is responsible for managing the objective. They will also differ depending on the organization. It is important to try and limit KPIs to those factors that are essential to the organization reaching its goals and it is also important to keep the number of KPIs at a manageable level just to keep everyone's attention focused on achieving the same KPIs. Regardless of the number of KPIs an organization requires, dimensions such as organization and perspective and the need to view several period of data will often complicate the management of such data. In addition, each KPI will typically have one or more drivers which impact the outcome.

What Do I Do With KPIs?

Having defined the KPIs, their outcomes and their drivers, they can be utilized to measure performance. Planned outcomes can be measured against actual outcomes, and discrepancies outside of defined tolerance levels can be flagged for review and corrective action if necessary. An effective Performance Management system can provide everyone in the organization with a clear focus on what is important, and enables managers to quickly identify problems and deviations against expected or planned performance. In addition, KPIs displayed at upper levels in an organization will indicate the health of KPIs at lower levels, thus highlighting possible problem areas.

What is A Scorecard?

Scorecards provide a meaningful structure for a performance measurement and management system. Scorecarding provides 'at a glance' view which tracks the progress of important aspects of the business, not just financial measures but non-financial as well, providing a strategic, balanced view of the organization's achievement of goals. Scorecards provide feedback around both internal business processes and external outcomes in order to continuously improve strategic performance and results. When fully deployed, scorecards transform strategic planning from an academic exercise into an effective management tool throughout the enterprise.

The benefits of applying Performance Management Scorecards can be summarized as follows:

- Helps align Key Performance Measures with strategy at all levels of an organization
- Provides management with a comprehensive picture of business operations
- Facilitates communication & understanding of business strategy at all levels of an organization
- Provides an effective mechanism for strategic feedback and learning
- Helps reduce the vast amount of information, which the company IT systems process into essential information
- It can also be used to test, gain feedback on, and update the organization's strategy. It goes beyond short term management of the bottom line to providing a management system for long term investment in customers, employees, new product development and systems

