



CXO Dashboards

How to drive business performance with certainty

Several executives find it difficult to manage their strategic objectives with certainty

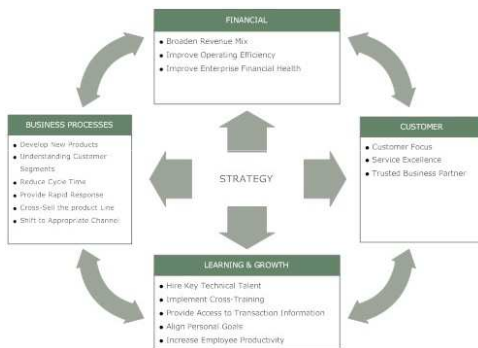


- Too many pressures to balance
- Not enough visibility into the business operations
- Unable to focus on top priorities

Are you loosing track of your priorities?



You need an approach & a tool to achieve your top goals with certainty.



Have a 'balanced scorecard' approach for your strategic objectives.



Have a dashboard for tracking your key goals and performance drivers.

GPM Global > **Balanced Scorecard**

Balanced Scorecard

Period: ▼ Month ▼ May ▼ 2009 ▼



Our Mission



Our Mission

To lead by example through a commitment that empowers the organization at every level to strive for the highest levels of quality, customer care and shareholder value



Sample Dashboard

Financial

	Actual	Target	Status	Trend
Increase revenue			●	➔
F1. Revenue	82.5 mill	83.3 mill	●	➔
F2. Expenses	79.4 mill	80.0 mill	●	➔
Profitability			●	➔
F3. EBITDA	3.1 mill	3.3 mill	●	➔
F4. Profit	3.7%	3.0%	●	➔

Customer

	Actual	Target	Status	Trend
Customer Satisfaction			●	➔
C1. Satisfaction Index	8.3	8.5	●	➔
C2. Unresolved complaints	7.8%	6.0%	●	➔
Customer retention			●	➔
C3. Customer turn-over rate	2.3%	6.0%	●	➔
C4. Market value	63	62	●	➔

Internal Processes

	Actual	Target	Status	Trend
HSE			●	➔
I1. Accident Free Workplace	0	0	●	➔
I2. Critical Incidents	0	0	●	➔
Quality Control			●	➔
I3. Serious Service Incidents	0	0	●	➔
I4. Right the first time	0	0	●	➔

Learning and Growth

	Actual	Target	Status	Trend
Retain Skilled Workforce			●	➔
L1. Avg. LOS	701	700	●	➔
L2. Employee Turnover	1.6%	2.0%	●	➔
Growth and Development			●	➔
L3. Employee Satisfaction	7.1	8.5	●	➔
L4. Succession Planning	15.1%	15.0%	●	➔

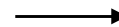
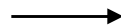
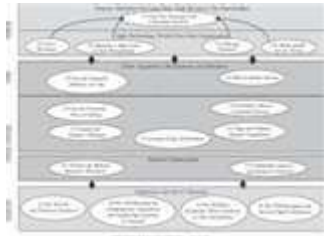
Scorecard is a key capability that every organization must have.

Once you have scorecard in place, you can



- ✓ Align strategy, goals, roles, processes.
- ✓ Track your strategic objectives
- ✓ Measure intangible assets
- ✓ Manage with Red/Yellow/Green alerts
- ✓ Get visibility into the processes/operations
- ✓ Make your team see the same page/truth
- ✓ View trends and predict results
- ✓ Move from micro management to management by metrics
- ✓ Get feedback / actionable insights
- ✓ Drive innovations/improvements

How to build a dashboard



- ▶ Get clarity on strategy
- ▶ Develop a strategy map

- ▶ Identify the outcomes and performance drivers
- ▶ Cascade the measures
- ▶ Define the measures
- ▶ Fine tune the organization processes

- ▶ Create dashboard
- ▶ Train users
- ▶ Integrate with the organization processes

Tool-kit for faster results

Challenges in implementing a dashboard



Dashboard is a simple, yet powerful tool. It can **energize** the entire organization.

Challenges in

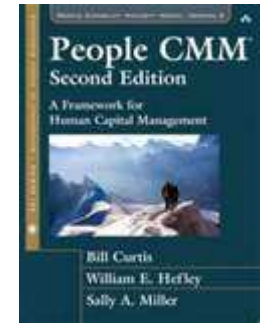
- Identifying the right Key Performance Indicators
- Cascading it down to operational / tactic level
- Identifying the right tool & designing the interface
- Ensuring regular updates for data quality
- Effective usage throughout the organization
- Implementations can be risky when done purely as an internal project



We can help you to successfully design & implement dashboards.

About iBTS Consulting

- Extensive experience in designing and implementing dashboards for all process areas for the IT industry.
- Implementation experience in ERP, CMMI, ISO 9001, People CMM, Balanced Scorecard, ISO 27001, Knowledge Management.
- Partnership with Corporater – the leading provider of Enterprise Performance Management solutions.
- Committed to make clients successful.



More info at www.CXOdashboards.com



Case study for an IT organization

- 700 strong IT organization focusing on Telecom vertical
- Took Balanced Scorecard as an initiative after CMM and People CMM
- Strategy was finalized with the help of an external consultant; defined the key performance indicators (KPIs) for the organization.
- Cascaded the KPIs for various delivery organizations and support functions; documented roles, responsibilities, KPIs and leading measures for each key role.
- Developed scorecards for each process; built on top of the internal applications. Capability for roll up and drill down of metrics.
- Configured dashboards for each role; made accessible from the intranet. Integrated with the organization processes such as Project Management Reviews.
- Visibility into the entire process status and metrics.
- Highest impact felt on the Resource Management & Service Management functions.
- A survey conducted reported a **productivity gain of 20% to 40%** by several managers.

More case studies at www.CXODashboards.com

Capabilities you might need



- ❑ Ability to track strategic priorities
- ❑ One page scorecard showing KPIs and lead indicators
- ❑ Strategy, Roles, KPIs, metrics are all aligned
- ❑ Red/Yellow/Green alerts and trend charts
- ❑ For a few key users or for all stakeholders
- ❑ Excel based / web based
- ❑ Visibility into the organization processes
- ❑ Integrated to the applications and the intranet
- ❑ Integrated to the organization processes
- ❑ Platform for continual feedback and improvements

The best initiative to start after a CMMI assessment, for an IT organization, to strengthen the key enabling organization processes.

You can choose from the multiple solution options



Scorecard-lite
-Excel based
-Takes days/wks



Scorecard-Express
- Custom built application
- Deployed on Intranet



Scorecard-Ultimate
- Pre-built Corporater Appln.
- No coding required
- Enterprise & on-demand
- Deployed on Intranet



Features summary

- BSC Framework – proven methodology for strategy execution
- Powerful dashboard alerts – keep track everything critical
- Integrated to organization process & intranet – high collaboration
- Multiple options - choose the one for your requirements and budget

Benefits

- Role clarity and alignment
- Certainty of success
- Platform for innovation
- Quick ROI

Dashboard is a simple tool for managing complexity



Dashboard – a powerful tool for top leaders & executives

**Do you have a dashboard in place
that gives certainty in your journey?**

Contact thomas.mg@CXOdashboards.com for the scorecard solutions.

www.CXOdashboards.com