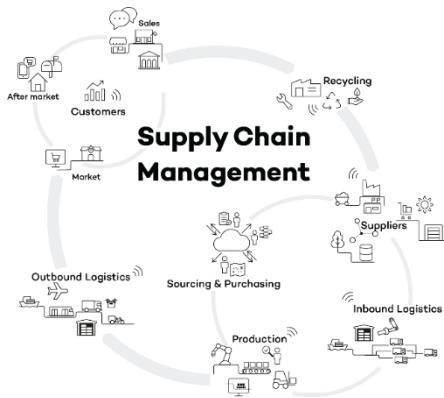


Supply Chain Management



PERFORMANCE MANAGEMENT DESIGN



Challenge for the industry today

Performance management is about knowing your business and is also the base for the continuous improvement activities.

Are you performing well or not? And why?

Some companies are lacking proper measuring and some measure quite properly, but have problems turning the measuring into communication and analysis. Do you measure just for reporting or do you expect root cause analysis and corrective actions for the operational improvements?

Our service is about design, requirements and implementation of a performance management process, from understanding the needs to training and implementation.

Service and Approach

We support in defining the most important areas to cover including current and even missing kpi's. Each kpi is analysed from

- Exact definition
- IT capabilities to produce the follow-up on different aggregated levels
- Stakeholder overview and summary of possible root causes for expected deviations. This step includes the connection between each root cause and "deviation owner".

Content of the Offering:

Challenges: Not enough overview of performance deviations and suitable improvement actions.

Approach: A well-structured methodology for design and implementation of a practical process based on knowledge and cooperation

Outcome: A business culture with operational improvements with clear responsibility, which means a culture of operational excellence.

- This mapping will also include typical actions connected to typical deviations per deviation owner.
- IT capabilities to support the root cause analysis

Based on these analysis and specifications, we create the communication plan for the performance management process with typical content:

- Meetings with agendas and participants
- Methods and tools for the root cause analysis
- Decisions on improvement actions and reporting of ongoing

Apart from process design and education, we also support the process implementation regarding throughput of decisions and actions.

Expected Outcome

Meetings and decisions based on properly communicated facts about the company performance, is a powerful enabler for the practical improvements.

Our experience shows that this kind of clarified conditions strengthen the cross functional understanding and cooperation, with practical operational excellence as expected result.

For more information contact
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