

EFFECTIVE PERFORMANCE MONITORING OF YOUR BUSINESS PLAN

How Can this be Achieved?

Strategic decisions set your business plan objectives and targets. Performance management is directed at achieving these targets.

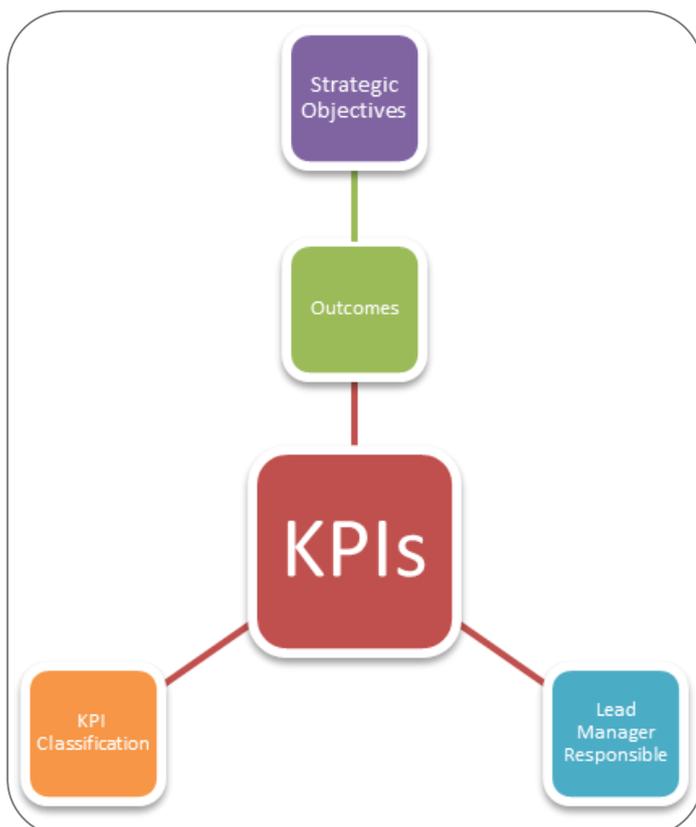
DCL believes the best way to effectively monitor your business plan performance is to adopt a “line of sight” approach. This relies on the ability to trace every action upward to a strategic objective or downward to an action or key performance indicator (KPI). Additionally, every KPI could be traced to a department, manager, or individual who would be accountable for achieving its target.

Without KPI's it will be impossible to decide if and where problems have occurred and where best to investigate. Without “line of sight” to your objectives, resources may be spent in the wrong places or on less important activities.

How might DCL help?

DCL has designed a piece of software specifically for the purpose of “line of sight” business monitoring. This allows you to define KPIs, strategic objectives, outcomes, lead managers, and KPI classifications; contextualise these by creating a hierarchical relationship; then create easy to understand graphics of your performance data at any level of this hierarchy. In addition to the model we can provide support: both in the formalising of the business plan, and in the utilisation of the software.

How does the Hierarchy look?



A KPI will be related to a specific KPI classification, lead manager, and outcome. In turn, each outcome will be related to a specific strategic objective, and so in turn the strategic objective will be related to various KPIs. The user will then be able to select a level of the hierarchy and view the RSLs performance against the KPIs related to any member of this level, establishing the required “line of sight”.

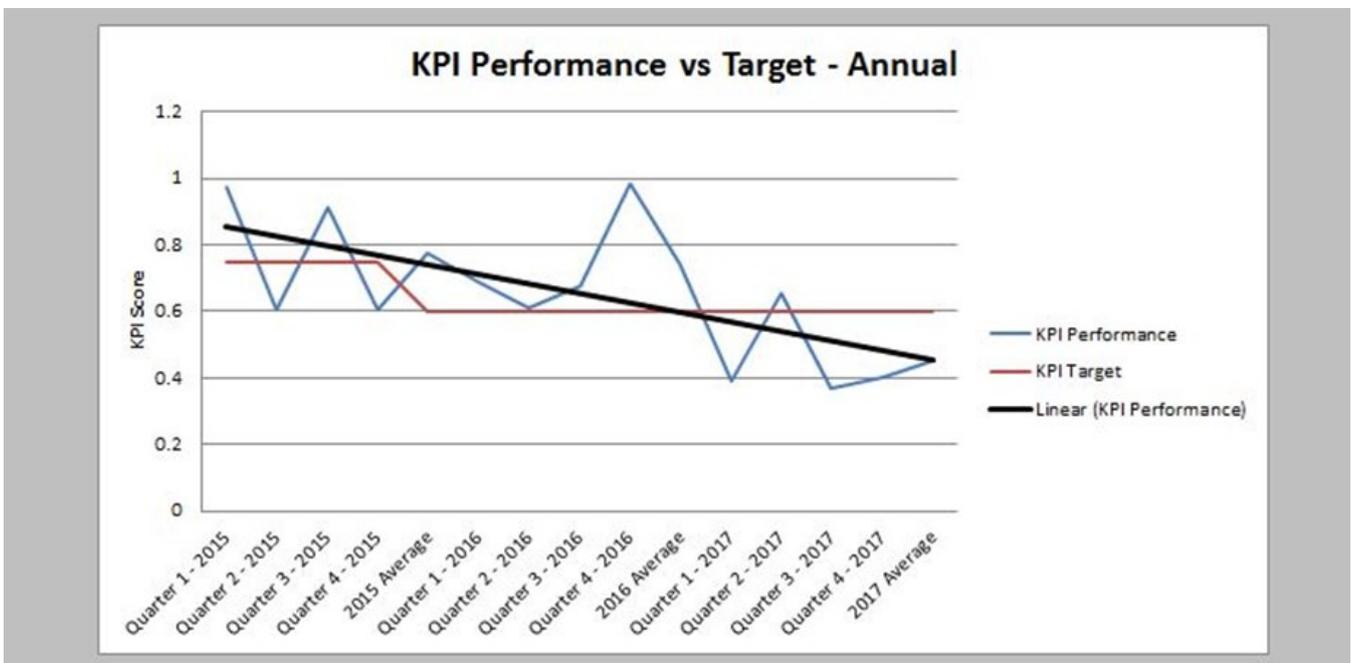
Please see over for example model outputs.

Example Business Monitor Outputs

Figure 1: Percentage of KPI targets related to a Strategic Objective achieved (quarterly with year average)



Figure 2: Individual KPI Performance (quarterly with year average)



If you would like us to discuss your business planning needs or value for money approach and what we can bring to your team, then please get in touch with:

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