Performance Indicators and Dashboards

Description

In the current competitive environment, continuous improvement is the key to success. However, to really improve, you must first know yourself (and know the business environment too, obviously). In practice, therefore, it is necessary to define the organization's situation. For this, it is necessary to put in place good measurement tools. Good performance indicators provide information on the organization's current situation and act as benchmarks that will guide and monitor the company's progress on the road to improvement. These measures enable identification of the organization's strengths and weaknesses, and thus the areas where intervention is needed in order to make the company more competitive.

Target audience

All managers and administrators who must direct administration, management, operations or production processes and who wish to achieve specific objectives of the business or organization.

Course plan

Day 1: Dashboard Objectives and Roles

- The need for a comprehensive tool to drive and monitor performance;
- Monitoring strategy deployment;
- The features of an effective dashboard;
- How to use the existing summaries.

Methodology for constructing your Dashboard

- Manage the « Dashboard » project:
  - How to convince your staff of dashboard interest and accuracy;
  - Identify the strategy and define the scope;
  - Map the processes and activities;
  - Set the objectives.

Day 2: Your Dashboard indicators

- Select and prioritize your monitoring indicators
  - Results indicators or process indicators;
  - Management indicators or reporting indicators;
  - Financial indicators or non-financial indicators;
  - Summary indicators or targeted indicators.

- Which indicators are relevant to monitor according to your needs
  - Activity and lead-time indicators: analysis of sales, delays, customer returns, etc.;
  - The gathering momentum of value-creation indicators: residual profit, value;
  - Clients—better understand the intangibles;
  - The Balanced Scorecard: a relevant summary;
  - Access to the database, ERP;
  - The contributions of the data warehouse and the datamart.

Day 3: Activate and optimize your Dashboard

- The initial phase of data collection;
- How to choose your computing tools;
- How to select the Business Intelligence software package that best suits your needs;
- How to optimize the functionalities of the new tools (drill down, etc.).

- What presentation for your Dashboard:
  - Make dashboards more user-friendly: information portals and intranet use;
  - Improve the ergonomics of returns models;
  - Choose the most explicit representations.

Objectives

Every organization must identify the strategic business data that will enable it to improve performance. Therefore, performance indicators and dashboards are tools that enable the application of corrective measures and planning for the company's future. This course will equip managers who want to drive performance of the organizations they manage so they can:

- Construct dashboards;
- Select and prioritize monitoring indicators;
- Choose the computing tools that are appropriate for their needs.

Duration

3 days.