

We made it
easier for them
to run their
business.

- before -



- after -



This is how.

The client's current performance management system was based on a set of KPI's that was retrospective in nature and reported on a monthly basis. This resulted in the client only learning of issues long after the fact. The client needed to improve performance management by creating forward-looking KPI's that could be reported on weekly, and alert them of issues as they occurred.

The Story



An improved performance management system had already been developed and implemented in a different country office. This improved system had to be redeveloped locally using data from different source systems. The client had a clear requirement for the information needed for this complex set of KPIs. The system to deliver this information now needed to be designed.

Our Briefing

Despite a similar system being done before, the specifications had to be thoroughly understood. To this end the process of how the business would utilise the new system and the human interface involved, had to be mapped. This uncovered new requirements, which brought about restructuring and added positions in the business. Apart from ensuring accurate scoping, the map was also used as a communication, change management and training tool.

How Long Did It Take?



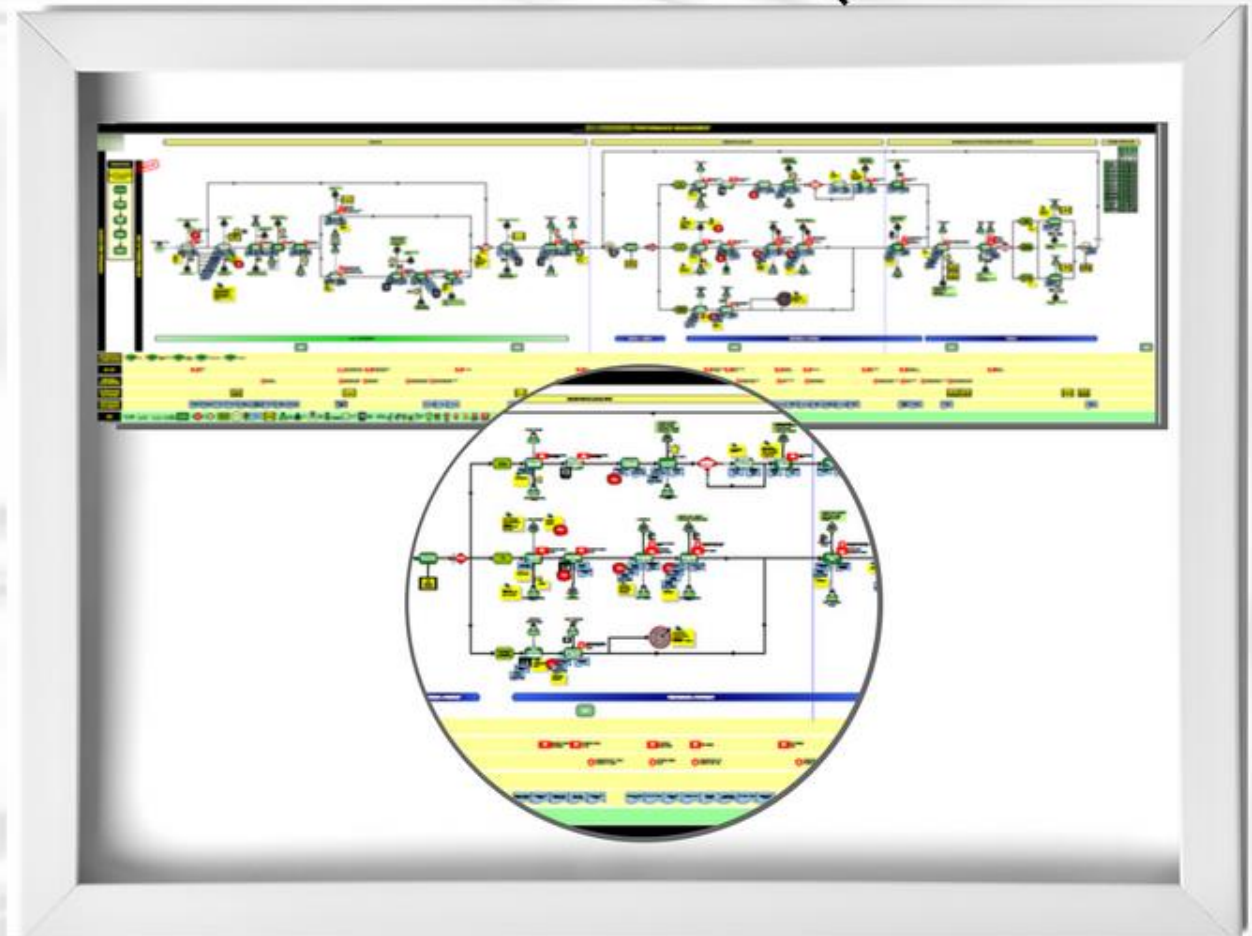
Part of an 18 Month Project

What We Did

Who Was Involved?

Project Sponsor &
Business Team

Project Manager
& Visual Process
Architect



The Resulting Visual Process Map





While the project objective had been **clear**, the **system requirements weren't** at the outset. With the **clarity** that Visual Process Mapping brought, the **project** could **deliver as per plan**. This resulted in better performance management and the improved management of the business.

"One of the best projects that I've been involved with in my career. It was a pleasure to work with this team and the project manager. This project has allowed us to compete in the retail market."

More clarity on the requirements resulted in a successful, smooth project implementation - on time and within budget - without any scope changes, surprises or after-the-fact patches. The system was furthermore accepted without issues because it aligned with user expectations. The result was a functioning system that delivered the improved performance management framework that was required. The benefit of the project was realised within the first year of implementation.

The Outcome

The Result Achieved

Where are you at the moment?

- processes aren't delivering
- unclear as to which KPI's to use for existing processes
- vague management information requirements
- change projects lacking focus
- turn-around strategies not linked to a delivery system
- inefficiencies in current processes
- mismatch between proposed plans and user requirements

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Give Us A Call

Business can be complex.

Which could mean delays, resistance and lost opportunities as you sift through the complexity to get clear direction on how to reach your goals.

Our company uses award-winning visual tools and proven facilitating techniques to map out your strategies, processes and projects to save time, give focus and get your team on board.



Pétanque International

Clearly Better