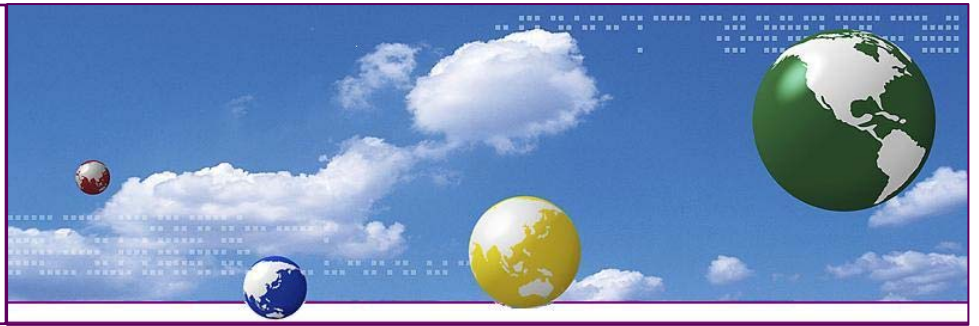


**SEE B.I. ON AN
HOURLY BASIS.
KPI'S, ANALYSIS &
AD HOC REPORTING
ARE ALL PART OF
THE PICTURE.**



Scorecarding really can work hand-in-hand with reporting.

If the scorecard Key Performance Indicators (KPI's) are designed to draw from the same data sources as the reports, and especially if the two are placed together in an interactive connected user interface, then users can find areas of concern with the scorecard and use the reporting to explore detailed data in the same areas of concern.



How do we make people accountable (real time) for their performance.

Perhaps the most significant issue with this approach is that **KPI's can really be surfaced for people in the organization to see.**

When "Calls per month for Call Center A" in a monthly report delivered to a supervisor – changes to become a live indicator of how each employee is doing with regard to performance levels every hour they are at work. All of a sudden, it becomes apparent where roadblocks are affecting performance.

Transparency – is it a good or bad thing?

The concept of transparency can be culture-changing, and it deserves some careful consideration as BI tool. Given the power of transparent scorecard measurements where everyone can understand how the KPI's are generated, time must also be spent designing the technical BI server foundation, ETL, and calculations to **make sure the KPI's are accurate** and correctly presented.

Accountability. How to make it all work with your office culture.

Sometimes it is best to start with KPI's that are less sensitive in nature, to show participants the value of formulaic and transparent measures for the organization's performance. As workers begin to see the organizational performance in the objective light of a scorecard, it **usually generates a sense of teamwork** because people that care can really address areas of performance concern and feel they are making a difference.

This can empower employees; as **they begin to see their work accurately measured, and objectively compared to peer departments**, they gain an interest in seeing the fruits of their work displayed in a portal manner that everyone can see. People also find the meetings that used to revolve around data accuracy questions, can instead focus on understanding the metrics that have a formulaic and transparent source of data and calculation.

**When you
learn how the
game works,
what the rules
are and how
to get the
information
you need –
voila**

**Suddenly you
have the
power to
make the
decisions you
need to close
the deals and
get the bonus**

