



## Perform!™

A powerful web based performance measurement toolset to drive productivity & quality improvements in the back office

## The Challenges

Now that you have successfully established a Shared Services Centre, and gained the initial benefits associated with this change, are you looking to go to the “next level” in terms of improving efficiency and effectiveness?

Leaders in the industry are typically under enormous pressure to continuously reduce operational costs whilst improving the quality and timeliness of processing for their customers.

In order to meet these often challenging targets, it is a necessity to have clear visibility of operational performance at team and individual level to drive business decisions and prioritise action plans for change.

Operational teams need to have the right measurement information at the right time to succeed in optimising performance. This will also help the team at all levels to take ownership for driving improved efficiency and effectiveness.

What difference do you think it would make to results if key leaders had a complete picture of performance at their fingertips?

## Our approach

We have developed Perform!™ to meet two objectives of any back office team:

- ◆ Report on performance for key service areas
- ◆ Identify areas of improvement to people, processes or technology

Our easy to use intuitive intranet based toolset and lean six sigma approach captures the key information required by operational leads:

- ◆ activity based time
- ◆ transaction volume
- ◆ defects
- ◆ backlogs
- ◆ problems or issues

Data is captured in a web based daily diary that is simple and quick for operators to use. This facilitates action based on facts and can be performed as a one off health check or ideally on an ongoing basis.

## Working with PerformWorld

PerformWorld’s service offerings include benchmarking, process diagnostics, change readiness surveys & operational performance measurement systems.

Our web based solutions are tailored to meet the specific requirements of our customers and we pride ourselves by helping organisations to deliver significant savings and quality improvements.

## Our Proposition

Perform!™ has been developed to continuously measure, plan and predict future operational performance.

The benefits of implementing Perform!™ include:-

- ◆ Cost reduction
- ◆ Productivity improvement
- ◆ Reduction in operational defects, errors and rework
- ◆ Improved timeliness of processing
- ◆ Predictive resource planning for peaks & troughs of work
- ◆ Continuous measurement for people performance management purposes
- ◆ Foundation for a culture of improvement aligned to lean six sigma
- ◆ Fair and transparent recharging of central resource usage

The tool encourages a change in the organisational culture by naturally helping teams to be more focused on improving productivity and service delivery quality.

The aggregation of the individual measures will provide information on team performance versus key performance indicators (KPIs).

The balanced scorecard traffic light dashboard would include the KPIs and illustrates the summary performance for each area which could be drilled into for further detail.

This dashboard would track performance on a monthly basis, to help an organisation understand trends and foster a metric driven continuous improvement culture.

Balanced Scorecard Dashboard					
Perspective	Key Performance Indicator	Mar	Jun	Sep	Dec
Staff Monthly	Absenteeism %	7.9%	6.0%	3.9%	0.4%
	Additional Hours % (Paid & Unpaid)	2.2%	0.0%	19.0%	0.0%
	Attrition %	0.0%	7.3%	7.2%	12.2%
	Development - Training %	0.8%	1.4%	2.0%	2.7%
	Development - Team Briefings %	0.8%	1.4%	2.0%	2.4%
	Employee Satisfaction- Increase/(Decrease)	-10.0%	25.0%	40.0%	60.0%
Operations Monthly	Number of Invoices per FTE	101	115	129	257
	Number of Payments per FTE	8	8	10	11
	% of Hours lost through IT down-time	3.0%	2.2%	2.0%	0
	Indirect Hours as % of Total Hours	38.1%	34.2%	44.7%	41.6%
	Ratio of Team Members to Leaders	1.3	1.5	4.1	4.6
	Rework Client %	5.8%	8.0%	3.8%	2.3%
Client Monthly	Rework Outsourcer%	7.0%	7.4%	4.1%	1.1%
	Timeliness - within SLA (inc Client)	88.0%	92.0%	95.0%	97.0%
	Accuracy - (inc Client Performance)	98.0%	92.0%	95.0%	97.0%
	Sigma Values - (inc Client Performance)	290	3.30	4.00	4.40
	Sigma Values - (Outsourcer only Performance)	330	3.90	4.30	4.70
	Number of Service Escalations	69	52	36	6
Financials Monthly	Abandoned Call Rate	22.0%	14.0%	6.0%	2.0%
	Client Survey (Increased satisfaction since last survey)	-10.0%	20.00%	35.00%	45.00%
	Budget Conformity (Variance)	-30.0%	-15.0%	0.0%	15.0%
	Unit Cost - Invoice Processing	€31.01	€23.73	€18.01	€13.40
Unit Cost - Payments Processing	€26.81	€20.62	€15.57	€14.18	
Paid Overtime	4.1%	4.2%	4.9%	1.6%	

## Next Steps

If you are interested in finding out more about Perform!™ and the potential benefits for your business, please contact:

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