

KPI MANAGEMENT

PROJECT EXAMPLE

PROJECT OPTIONS

COMPLIANCE CONCERNS
CONTRACT MANAGEMENT
COST CULTURE
DEPARTMENTAL CAPACITY
GOVERNANCE / POLICIES
INTERNAL COMMUNICATIONS
KPI MANAGEMENT
MAVERICK SPEND
PEOPLE MANAGEMENT
PROCESS MANAGEMENT
RATIONALIZING DEMAND
SKILLS & TIME UTILIZATION
SOURCING MANAGEMENT
SPEND ANALYSIS
SUPPLIER MANAGEMENT
TECHNOLOGY MANAGEMENT

ENTERPRISE BENEFITS

BENEFIT CULTURE
COST REDUCTION
EXPERT NETWORK
INNOVATION & TOOLS
LEVERAGED TIME
PEACE OF MIND
UNBIASED ASSESSMENT

PRICING STRUCTURE

FIXED FEE
FOCUSSED ON ROI
NO HOURLY METER

PROJECT OVERVIEW

- **CLIENT:** CEO/CFO of \$200M Enterprise
- **CLIENT NEED:** To realign internal measures with new Enterprise goals and to be able to go deeper into the organization than currently to track all employee outputs.
- **PROJECT OBJECTIVE:** Evaluate existing and/or alignment of current measures vs output goals, Create new KPI's that drive optimal outputs, Ensure strategic alignment at individual/department/ Enterprise level, Leverage KPI's to drive improved outputs.
- **PROJECT VALUE:** Gain "dipstick" measuring tool that reveals output effectiveness, Improved Enterprise outputs, Improved management decision making.
- **PROJECT METRICS:** 1) Goals vs outputs at multiple Enterprise levels, 2) Overall outputs vs. previous, 3) Employee incentives vs achieved and 4) Employee morale
- **PROJECT DURATION:** 90 days

PROJECT APPROACH

- Examined all existing KPI's, their goals and how they align to the organization.
- Conducted comprehensive interviews, surveys and observations to assess alignment to existing KPI's and if they are freeing employees up to achieve optimal outputs.
- Gathered all data and applied the Expense Assist Vulnerability Index[®] to identify the severity of the vulnerabilities and plan for treatment.
- Designed customized treatment for each identified vulnerability and weakness to drive the desired Project Objective.

PROJECT OUTCOMES

1. Identified inefficient KPI's that no longer drove desired optimal output. Created new KPI's to realign goals and optimal output.
2. Added employee incentives to KPI's creating a sense of urgency and desire to achieve optimal output.
3. Increased Enterprise efficiency.
4. Vulnerability areas are now easier to be identified and repaired on a go-forward basis.
5. Improved employee morale because they feel a heightened sense of being valued due to incentives.