

Success Story

KPI System and Analytical Review Mechanism

Storyline...

The client is a well established company based in Dubai offering a wide range of services in the construction industry. The company has about 15,000 employees and an order position in excess of USD six billion.

The MaGC® (formerly NCRCL®) team of specialists helped the client, to establish a performance monitoring system along with a review mechanism. This mechanism in place has given the client better clarity and focus for all their related future endeavors.

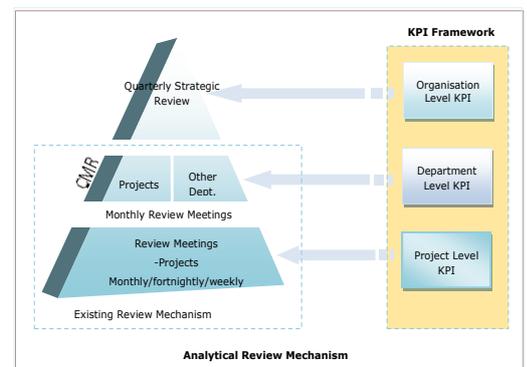
Once upon a time...

The Management wanted to put in place a simple and effective system of performance measurement and monitoring. Setting up a systematic review mechanism was also required.

Moving on...

The MaGC team undertook mapping of all major processes to gain an insight into the business of the client. The team then sat with each of the function heads to identify their Key Result Areas (KRA).

The parameters for measuring the KRA were quantified and developed into Key Performance Indicators (KPI). The KPI were validated in a second round of discussion with the function heads. The team then went about defining the input/output formats and the input-output relationships. With the KPI concept ready, the team then worked on setting up a review mechanism. The KPI system and analytical review mechanism were presented to the senior management.



A detailed implementation plan was developed to roll out the system. During the pilot run, the team worked closely with the internal MIS cell in validating the outputs generated and making minor changes wherever necessary.

KPI was defined at three levels – Organization, Function and Project. Detailed guidelines were provided to the MIS cell on the concept, process, calculations and interpretation of the KPI. Benchmarks were identified wherever possible as performance targets. One complete set of reports was generated with sample data.

Finally...

With the KPI based analytical review mechanism in place, reviews were faster and more structured in the client company. There was clarity amongst all on their result areas and their performance vis-à-vis benchmarks. The system was also instrumental in the company getting a Dubai Quality Appreciation Programme Award.