

### Study for development of KPI and Dashboard

#### Storyline...

The client is a state of the art 0.5 Million Ton integrated steel plant situated in the southern district of Andhra Pradesh - Nellore. The company with over five decades of existence has excellent reputation in the market.

MaGC (formerly NCRCL®) has successfully completed a study on development of KPI and Dashboard System for the client. A detailed report has been submitted which covers various conceptual and practical aspects of implementing KPI and Dashboards.

#### Once upon a time...

An integrated steel plant with capacity of 0.5 Million Ton was recently built for which the Management went ahead with SAP implementation even before the process settled. Management was not supported with a good Management Information System or any indicator that would facilitate decision making. Management felt that the SAP Implementation was a failure and wanted support and guidance to face this situation.

#### Moving on...

The study was undertaken in two phases and involved extensive discussion with the departmental heads and senior management, visit to the site and brainstorming with concerned officials.

The first phase of the study was the understanding phase wherein the consultants familiarized themselves with the client's business. The overall value drivers were identified. Based on this understanding, Key performance Indicators (KPI) were formulated for the Key Result Areas (KRA). The second phase involved validation of the KPI with the department heads, finalising the same with changes if any. Input and output sheets were prepared. The same were validated with the Management.



The study culminated with a detailed report which encompassed KPI framework, interrelationships between different functions and departments, individual KPIs for all the three levels identified, Analytical review mechanism and timelines.

The Report also indicated the roadmap for implementation of KPI and Dashboard System. The various steps were identified with timelines and responsibilities. The new and improved initiatives that the client needs to take up in its endeavour to constantly improve its service delivery were also discussed in the report.

#### Finally...

The report was of immense help to the Management to decide on taking up implementation of KPI and Dashboards. The MaGC team was then engaged by the client to implement the Dashboards for KPI identified.