QPR Performance Management Solution - Overview

QPR - Quality. Processes. Results.

QPR
QPR Software Plc

Your organization's success with Performance Management certainly depends on more than just the technology to support it. Expertise in KPI development, target setting, cascading of scorecards, dashboard development and change management does not come with a software package. Nor does the ability to apply that expertise to the unique environment that is shaped by your organization, business partners, employees, owners, industry and market.

Software however *does* play an important role in how well your organization manages its' performance management initiative, be it the management of personnel motivation, branch offices, teams, skill levels, suppliers or distributors. This is all about how well the software supports and facilitates change, acceptance, participation, productivity, transparency, insight and decision making.

With QPR you choose a software that focuses on the people that need to turn your strategy into a action: your employees. Our partners in over 50 countries across the globe help turn our offering into a complete solution by completmenting it with implementation, consulting, training and support services.
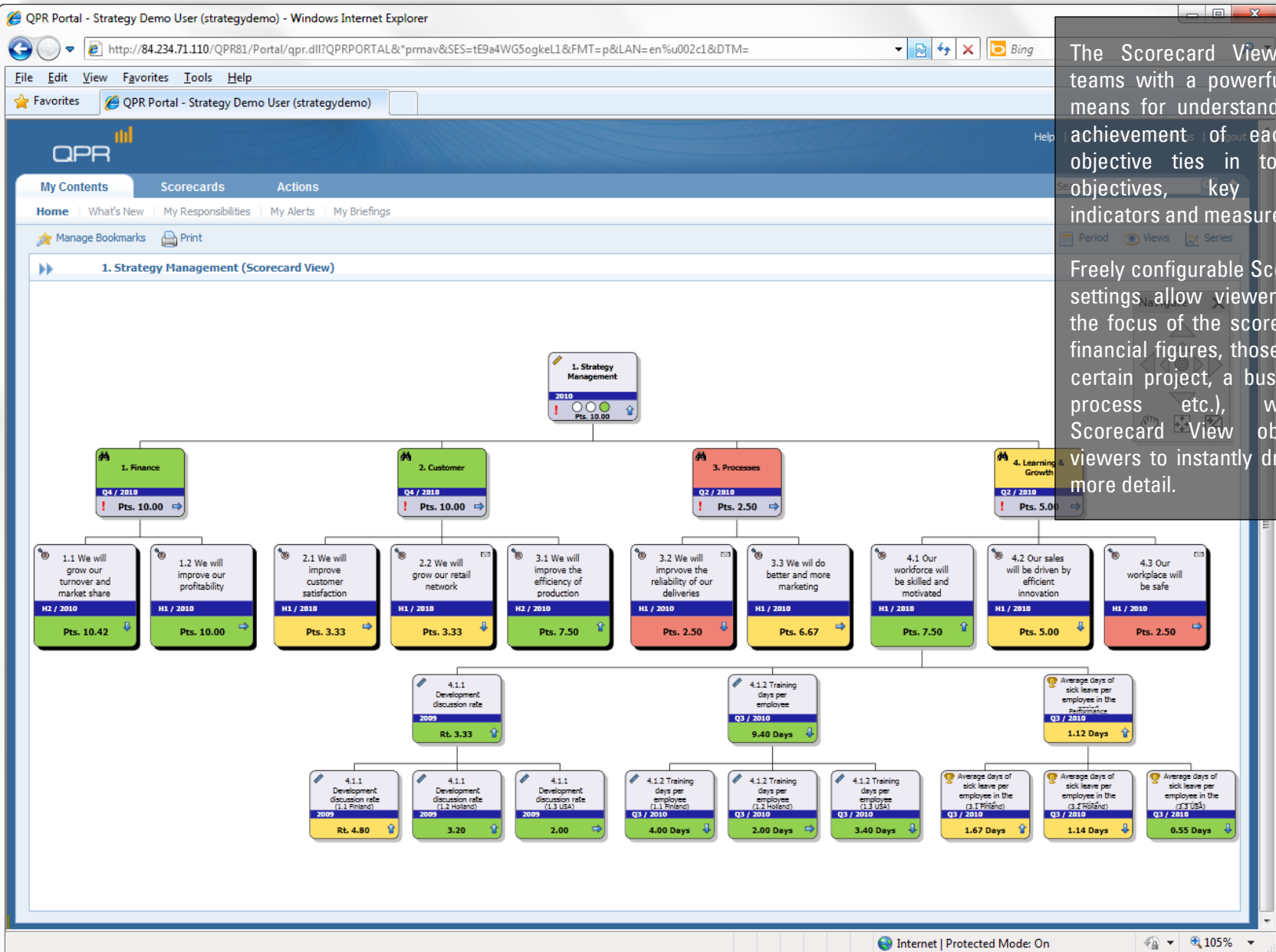
More than 1,500 organizations worldwide depend on QPR to support their effort to continually improve their operations and achieve their goals. All of them benefit from the ability to implement and roll out fast...and many of them are awarded as the best among their peers.

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With QPR Dashboards you will provide your managers with quick updates on their areas of responsibility and help in quickly identifying areas that require attention...

Dashboards in QPR are easy to create, simply by dragging and dropping objects from the performance management system (such as perspectives, KPI's, objectives, measures, projects, risks etc.) on to the dashboard and deciding on their visual representation. Dashboards are interactive, meaning that clicking on an object will bring users to deeper levels of detail, which can be a lower-level dashboard, a Measure Detail View, an Analysis, Navigator or Scorecard View or even a web page, document , online form, or any other type of media content.

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While performance scorecards for each organizational unit provide an excellent starting point for your periodic performance review meetings!


The Scorecard View arms your teams with a powerful and visual means for understanding how the achievement of each strategic objective ties in to their own objectives, key performance indicators and measures.

Freely configurable Scorecard View settings allow viewers to change the focus of the scorecard (e.g. to financial figures, those related to a certain project, a business unit or process etc.), while each Scorecard View object allows viewers to instantly drill down into more detail.

Navigator Views provide insight in how your KPI framework is built up from top to bottom!

You can view QPR ScoreCard as a database of performance measures that are built in a tree-like hierarchy to form a single scorecard. It does not stop there as scorecards – for example for each business unit - are also built up in a tree-like hierarchy of scorecards (e.g. To form the corporate level scorecard).

The Navigator View makes sense of it all and provides an easy to browse tool for reviewing performance. Navigator Views are furthermore customizable in what attributes of each measures are shown. For example owner, value, last periods' value, budget, forecast, color indicators, trand information, comments, tasks and much more!
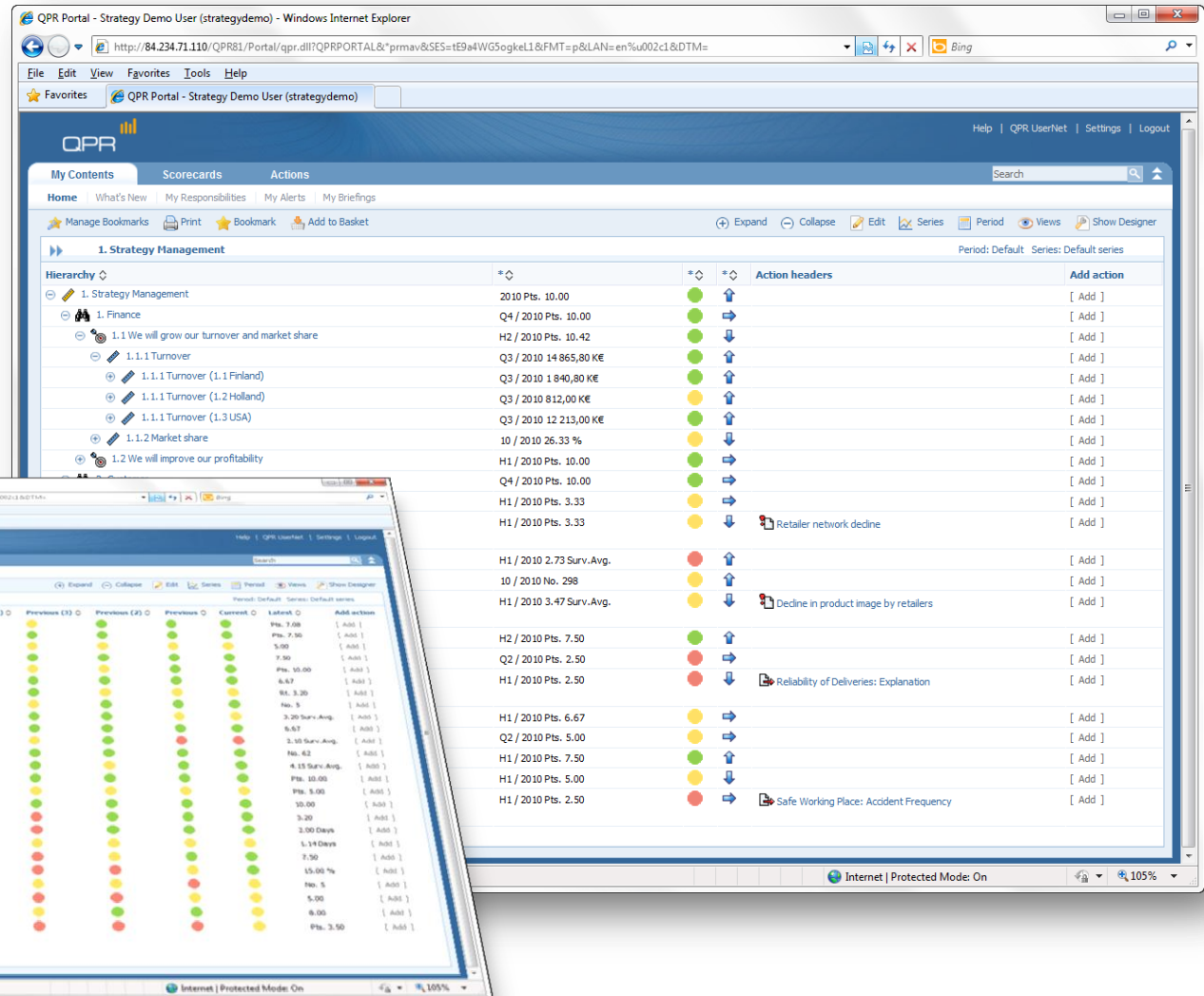
Measure Detail Views provide insight in all there is to know about each individual element of your performance management system
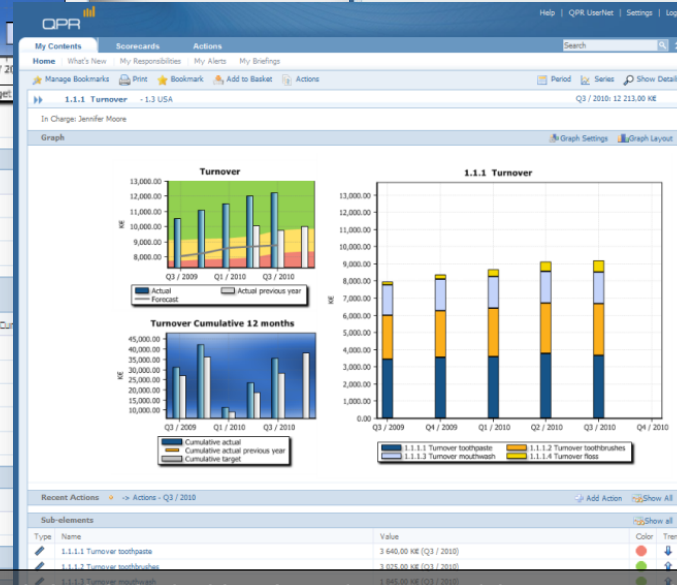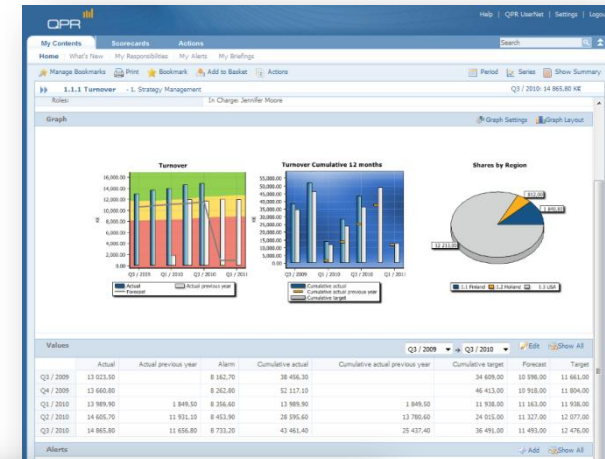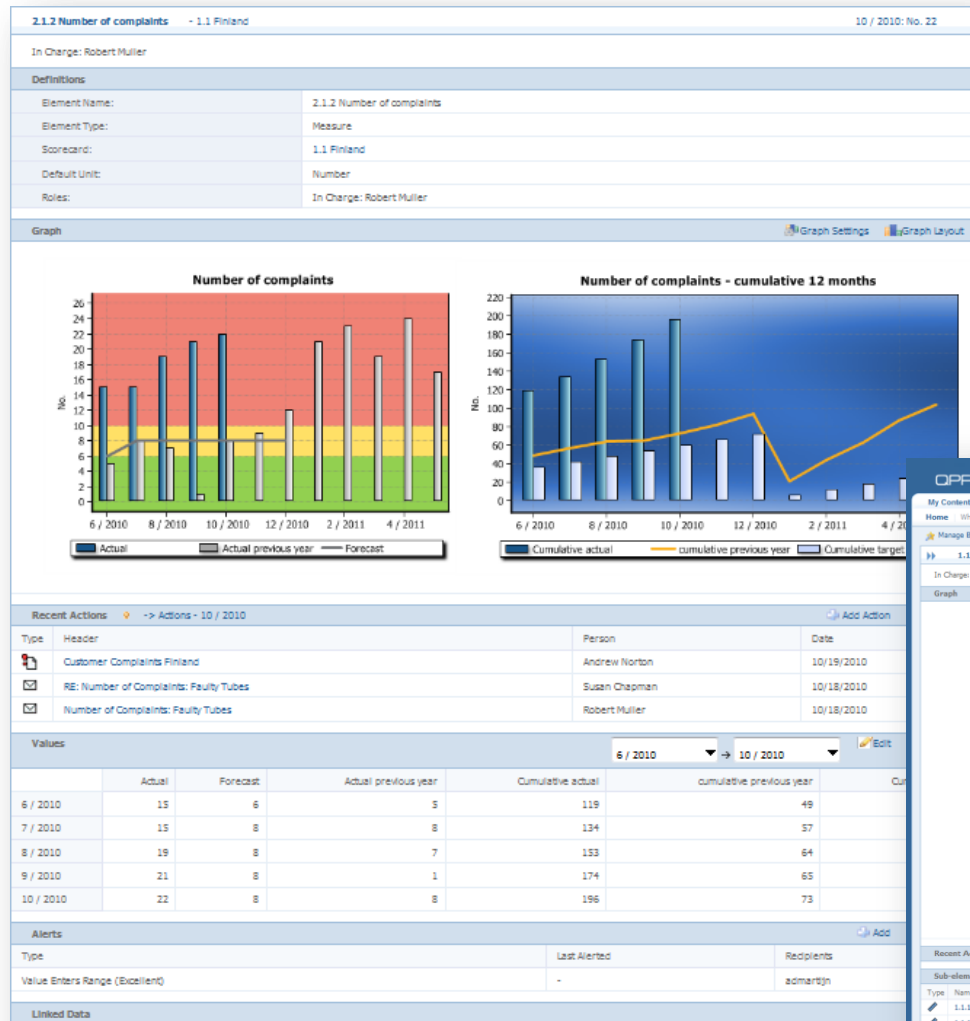
With QPR, each measure has a Measure Detail View. This is where users obtain insight in the historic performance of the measure, who is responsible for it, its description, contextual information such as comments by colleagues, as well as past or ongoing initiatives to fix problems. The measure detail view also shows its sub-elements, in case there are such, and allows users to configure alerts that will notify them in their email inbox of problems or missing values. The Measure Detail View supports many chart types such as line, bar and pie charts, benchmark charts, heat maps, radar charts, scatter plot charts etc. making QPR suitable for a multitude of performance management applications.

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Analysis Views equip your employees with ad-hoc performance analysis capabilities across your complete performance management system

Unlike Navigator Views that display performance measures from one scorecard, the Analysis View supports analyzing of measures from all available scorecards. Powerful but easy-to-use filtering functionality enable each user to define their own overviews of performance measures, bookmark these views for future use and share them with colleagues inside the portal or export them to Microsoft Excel for further analysis and distribution.

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Your people will learn the full story behind performance - not just numbers - to base their decisions and actions on...

Performance data alone is not enough to understand the causes of problems or reasons for improvement. Comments, suggestions, incident reports, ideas, lessons learned and complaints all add context to this data and turn it into information you can act upon. With QPR you enable your employees to add context to performance measures by using online forms that are easily configured to match all your information capturing requirements. The portal actions also allow users to assign tasks to other users and follow progress – an excellent way for taking action to fix problems.
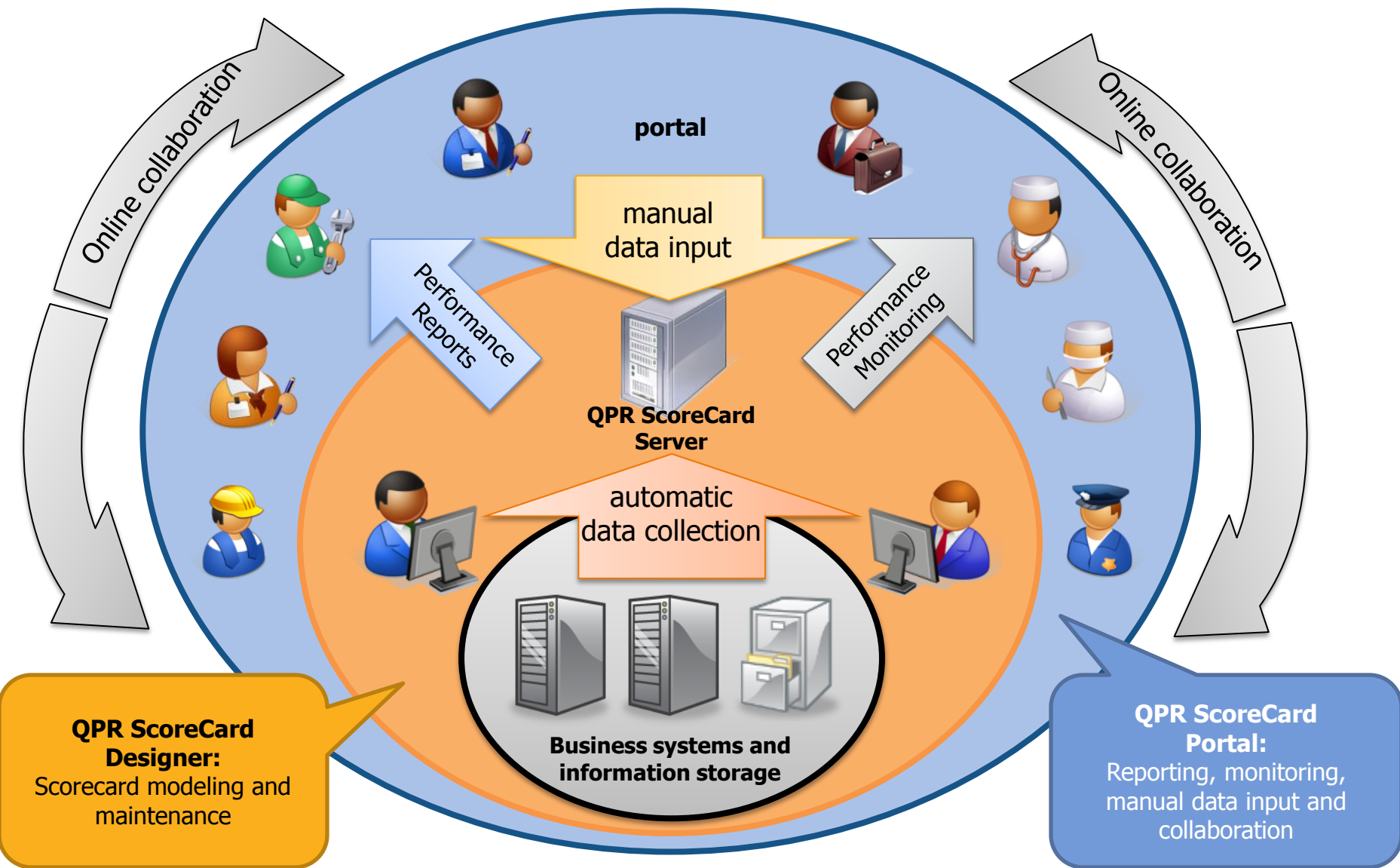
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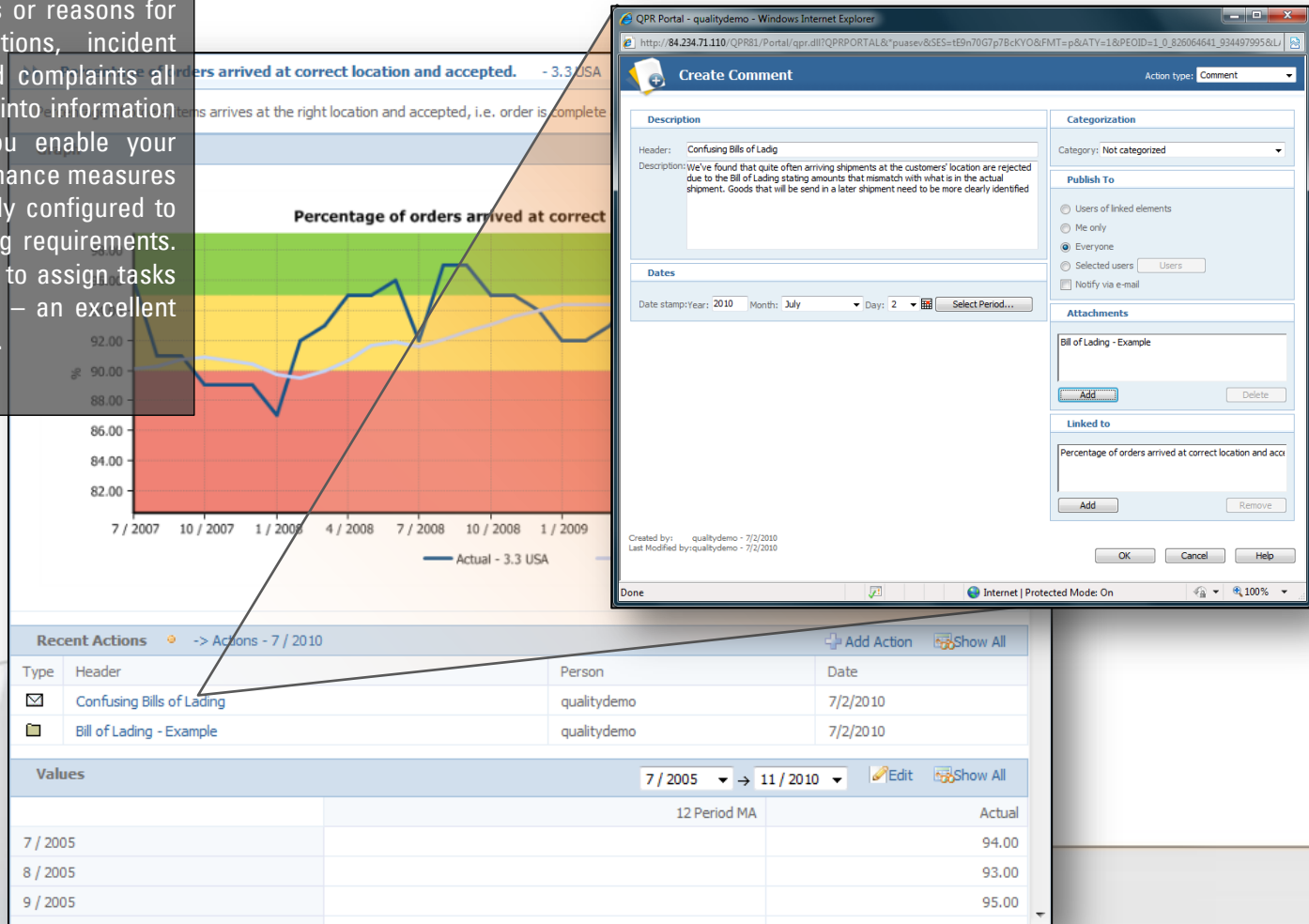
...that are easily communicated and followed online to provide clear insight in all past, current and planned improvement activities!

Hierarchy ◇	Type name ◇	Status ◇	Creator ◇	Last modified ◇	Category ◇	Attachments
🔴 Incorrect RMA requests causing delays	Non-conformance	In progress	qualitydemo	8/6/2010		
⊖ 🔴 **Production batch quality fail due to operating error**	Non-conformance	In progress	qualitydemo	8/6/2010		
⊖ 📄 RE: Production batch quality fail due to operating error	Action Plan	Waiting for approval	qualitydemo	8/6/2010	Task	
✉ RE: RE: Production batch quality fail due to operating error	Comment		qualitydemo	8/6/2010	Not categorized	
🔴 Workers not using protective gloves	Non-conformance	In progress	qualitydemo	8/6/2010		
🔴 Employment contracts without Recruitment Team involvement	Non-conformance	In progress	qualitydemo	8/6/2010		
⊖ ✉ Incorrect return shipments received	Comment		qualitydemo	5/31/2010	Not categorized	
📄 RE: Incorrect return shipments received	Action Plan	Approved	qualitydemo	5/31/2010	Task	
🔴 Outdated work instructions	Non-conformance	In progress	qualitydemo	5/31/2010		
✉ Improvement suggestion	Comment		tero	5/31/2009	Not categorized	
✉ Improvement suggestion	Comment		tero	5/31/2009	Not categorized	
✉ Improvement suggestion	Comment		tero	5/31/2009	Not categorized	
✉ Safety observation	Comment		tero	5/31/2009	Not categorized	
✉ Safety observation	Comment		tero	5/31/2009	Not categorized	
✉ Safety observation	Comment		tero	5/31/2009	Not categorized	

🔴 **Production batch quality fail due to operating error - qualitydemo - 8/6/2010 11:35:47 AM**   📄 Reply   ✏ Edit   ✖ Delete
Upon quality testing an entire production batch of mint-flavored extra whitening tooth past failed the test due to too high level of abrasives: The tooth past will damage customers' teeth.

Aproval date	8/6/2010
Classification	Major
Deadline	8/6/2010
Description	Upon quality testing an entire production batch of mint-flavored extra whitening tooth past failed the test due to too high level of abrasives: The tooth past will damage customers' teeth.
	The machine operator was unaware of the correct level-setting of abrasives and had not yet been certified to operate the machine.
Description	Process to be adapted to include early and instant testing of production samples prior to production runs are started for the whole batch.
Id	1689573225
Name	Production batch quality fail due to operating error - qualitydemo - 8/6/2010 11:35:47 AM
Responsible	eetu
Status	In progress
Type	Non-conformance
Type	Quality

Quick properties | **^ All properties** | Description | Corrective Action | Linked to

The QPR system will allow you to capture all identified non-conformances, risks, occupational hazards, customer complaints, projects, tasks and actions, and link these to the processes and performance measures they relate to. Analysis Views such as the one displayed will provide your managers with an overall view of ongoing activities, assign tasks and responsibilities and monitor progress in improving your organizations' management system. Importantly, all information is logged centrally to assist you during (internal) audits.

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A typical system implementation looks like this...

Online collaboration

portal

manual data input

Performance Reports

Performance Monitoring

QPR ScoreCard Server

automatic data collection

Business systems and information storage

QPR ScoreCard Designer:
Scorecard modeling and maintenance

QPR ScoreCard Portal:
Reporting, monitoring, manual data input and collaboration

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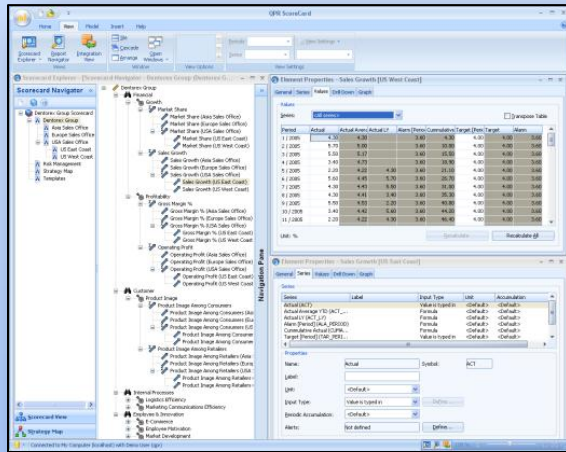# It introduces several user types...

Designers

QPR Windows Clients

They can:

- Analyze and simulate processes
- Create strategy maps and scorecards
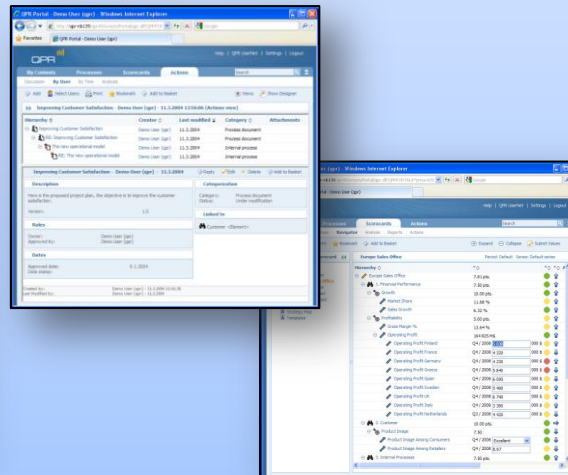- Define measures
- Manage users rights

Communicators

QPR Web Portal

They can:

- Update values
- Create comments
- Create action plans
- Upload documents
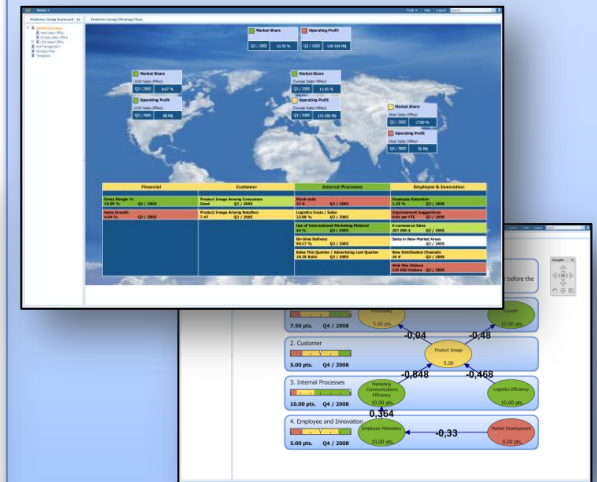- Create Best Practices

Viewers

QPR Web Portal

They can:

- Review performance
- Analyze strategy
- See strategy in action
- Analyze processes

And has a technical architecture like this...

QPR Clients
- QPR Viewer / QPR Communicator
- QPR Designer
- QPR Web Service Consumer
- QPR Add-In for Microsoft Office
- QPR Solution Package for MOSS

TCP / IP

QPR Server System
- QPR Application Server
- Web Server
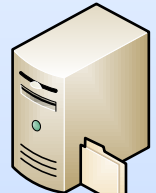- Database Management System

Integration
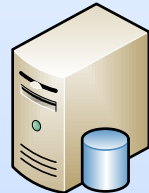- User Directory Server
- Database Server
- MS Office SharePoint Server
- File Server
- MS Analysis Services
- Legacy Systems (ERP, CRM, ...)

TCP / IP

Delivery
- Windows Terminal Services
- Citrix Delivery Center
- VPN Gateway

TCP / IP - Firewall

Remote Access
- Web Browser
- Citrix XenApp
- Mobile VPN
- MS Remote Desktop

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Additional information

Our product that provides complete support for your Performance Management initiative is:

Performance Management Software QPR ScoreCard

Performance Management Software QPR ScoreCard provides organizations with a fast upgrade path from manally maintained and in-house built performance reporting solutions.

For more technical information about QPR ScoreCard please consult:

http://www.qpr.com/qpr-scorecard.html

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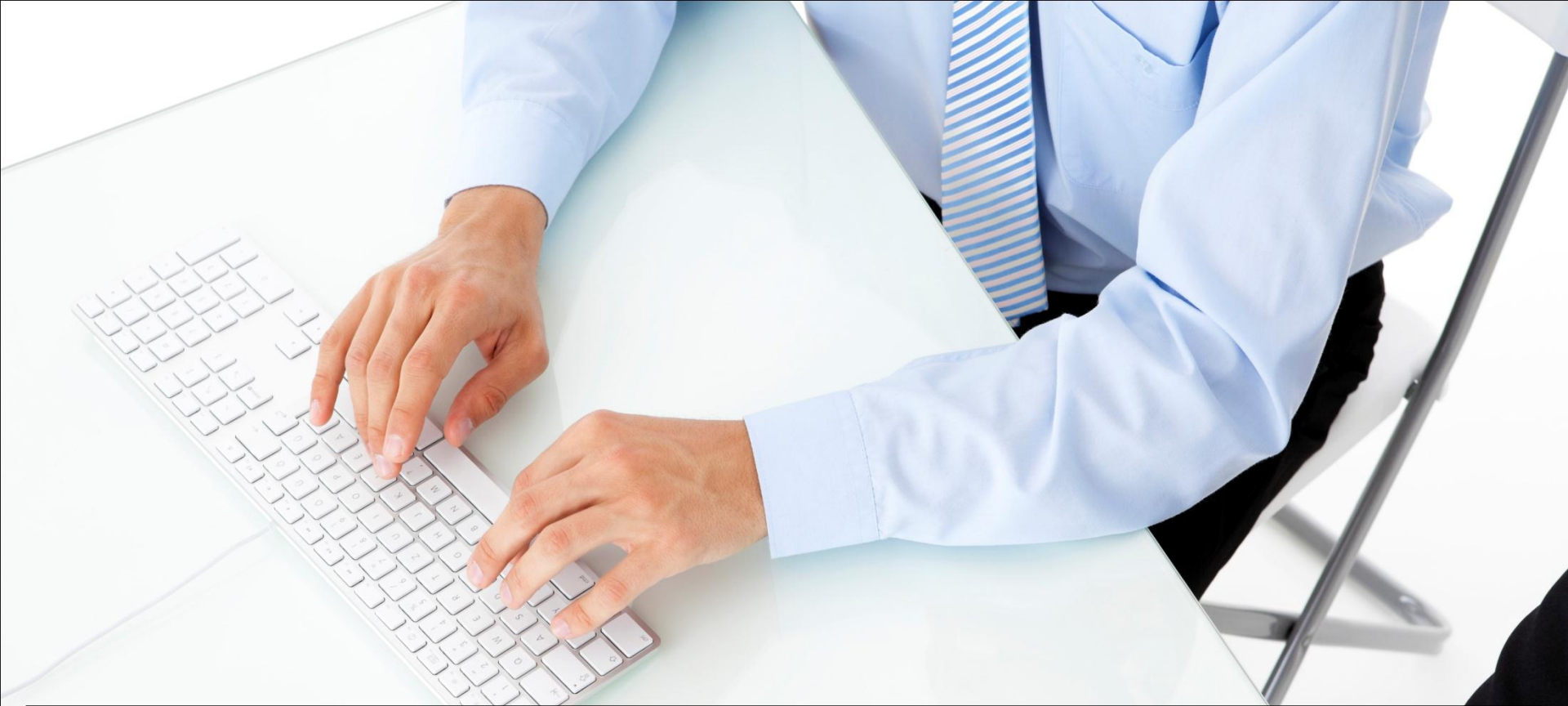
Your Next Step

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