

Case Study:

*Performance Management:
Fostering better relationships
with business units,
establishing KPIs, and building
the tools to measure them*

TAC's Expertise-as-a-Service® (EaaS™) is a breakthrough concept designed to provide today's IT organization of any size with a flexible, scalable, networked set of services, skills, and solutions.

Issue: TAC's client is a midsized international retailer with primary operations in North America and Europe. The client's current standard of operational performance management utilized spreadsheets, formalized written operational business plans and bi-weekly status calls to review performance against those plans. Performance against the plans had fallen off significantly during the previous two years, and there was disagreement at the management level on how to get the company back on plan.

Problem: How do we improve our ability to meet/exceed operational business plans?



Solution: TAC Experts provided performance management workshops with key senior management of the company to establish a foundation on operational performance management. Additional sessions were focused on establishing key performance indicators (KPIs) that were aligned with the strategic plan of the company. KPIs were then developed with each of the operating units in order to meet/achieve the goals of the corporate KPIs and ultimately the strategic plan of the company. TAC went on to implement the KPIs, underlying metrics and measures into a web-accessible performance management dashboard to be used as an integrated tool to manage/communicate performance on a real-time basis, accessing business information from a variety of sources.

Client Action: The client was "very satisfied" with the consulting work TAC had provided, and operational performance at the company has been achieved almost every month. The work TAC performed has brought the organization together to drive towards corporate goals in addition to achieving business unit goals, and has fostered better working relationships among the different business units.

Contact TAC now to find out how to get the right answer to your question in the right context "right now."

