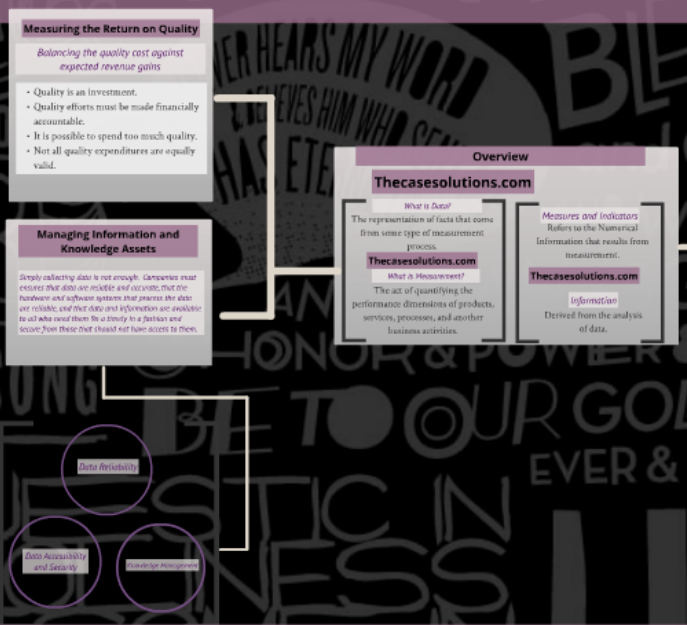
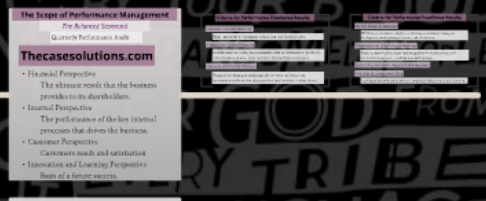
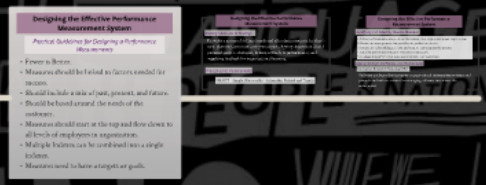
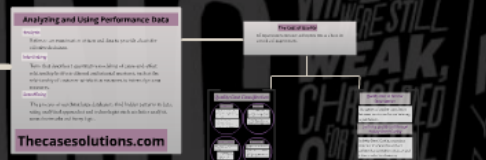
Quietly Brilliant: Transformational Change at HTC









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What is Data?

The representation of facts that come from some type of measurement process.

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What is Measurement?

The act of quantifying the performance dimensions of products, services, processes, and another business activities.

Measures and Indicators

Refers to the Numerical Information that results from measurement.

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Information

Derived from the analysis of data.

The Strategic Value of Information

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1. To lead the entire organization in a particular organization.
2. To manage resources
3. To operate the process that make the organization work and continuously improve.

The Leading Practices

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1. They develop a comprehensive set of performance indicators that reflects internal and external customer requirements and the key factors that drive the organization.
2. They use comparative information and data to improve overall performance and competitive position.
3. They continually refine information sources and their uses within the organization.
4. They review organizational performance.

The Leading Practices

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5.They involve everyone in measurement activities and ensure that performance information is widely visible throughout the organization.

6.They ensure that data and information are accurate, reliable, timely, secure, and confidential as appropriate.

7.They ensure that hardware and software systems are reliable and user-friendly and that data and information are accessible to all who need it them.

8.They systematically manage organizational knowledge and identify and share best practices.

The Scope of Performance Management

The Balanced Scorecard

Quarterly Performance Audit

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- Financial Perspective

  The ultimate result that the business provides to its shareholders.

- Internal Perspective

  The performance of the key internal processes that drives the business.

- Customer Perspective

  Customers needs and satisfaction

- Innovation and Learning Perspective

  Basis of a future success.

Analyzing and Using Performance Data

Analysis

Refers to an examination of facts and data to provide a basis for effective decisions.

Interlinking

Term that describes t quantitative modeling of cause-and-effect relationship between external and internal measures, such as the relationship of customer satisfaction measures to internal process measures.

Data Mining

The process of searching large database to find hidden patterns in data, using analytical approaches and technologies such as cluster analysis, neural networks and fuzzy logic.

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