

Corporate Performance Management Consultancy

Improving visibility in business performance



IMPROVING ACCOUNTABILITY AND PERFORMANCE THROUGH CORPORATE PERFORMANCE MANAGEMENT

In today's business environment, there are intense pressures on business units in every organisation to deliver on a growing number of requirements. They are being challenged to demonstrate exactly how and where they are creating or adding value to their organisation. The ability to make better use of information has thus become a vital capability for all organisations in order to enable improved decision-making and effective yet flexible management control, thereby leading to better execution of organisational strategy.

Corporate Performance Management (CPM) is a strategic tool that supports the business decision-making process by delivering relevant and pertinent business performance information to executives, thus enabling them to focus on areas that "really matter." CPM achieves this by delivering a series of metrics that presents an accurate and balanced view of organisational performance. It also recognises that various elements of the business will need suitably different measurements of performance based on their specific goals and targets, and delivers on this through a blend of internal and external views, as well as financial and non-financial measures.

WHY NCS?

At NCS, we believe that CPM should be implemented through a structured and holistic approach that starts from understanding the key business drivers and translating that to technology needs, so as to support analysis and reporting. We provide our customers with end-to-end services, from consultancy to system implementation.

CHALLENGES

- How do we align business unit plans to corporate level strategies?
- How do we identify the key business drivers and their interdependencies?
- How do we identify forward-looking key performance indicators (KPIs) as an indication of future performance?
- How can we streamline our performance monitoring and reporting processes?
- How do we analyse huge amounts of data to derive useful insights that enable effective decision-making?

SOLUTIONS

- CPM consultancy services
- CPM/ business intelligence technology enablement

BENEFITS

- Clear line of sight of strategy, objectives, KPIs and initiatives that deliver value to the organisation
- Easy access to important information that enables better and faster decision-making
- Enhanced monitoring of performance across operational activities and departments
- Comprehensive and relevant reports for analysis of business performance from various dimensions

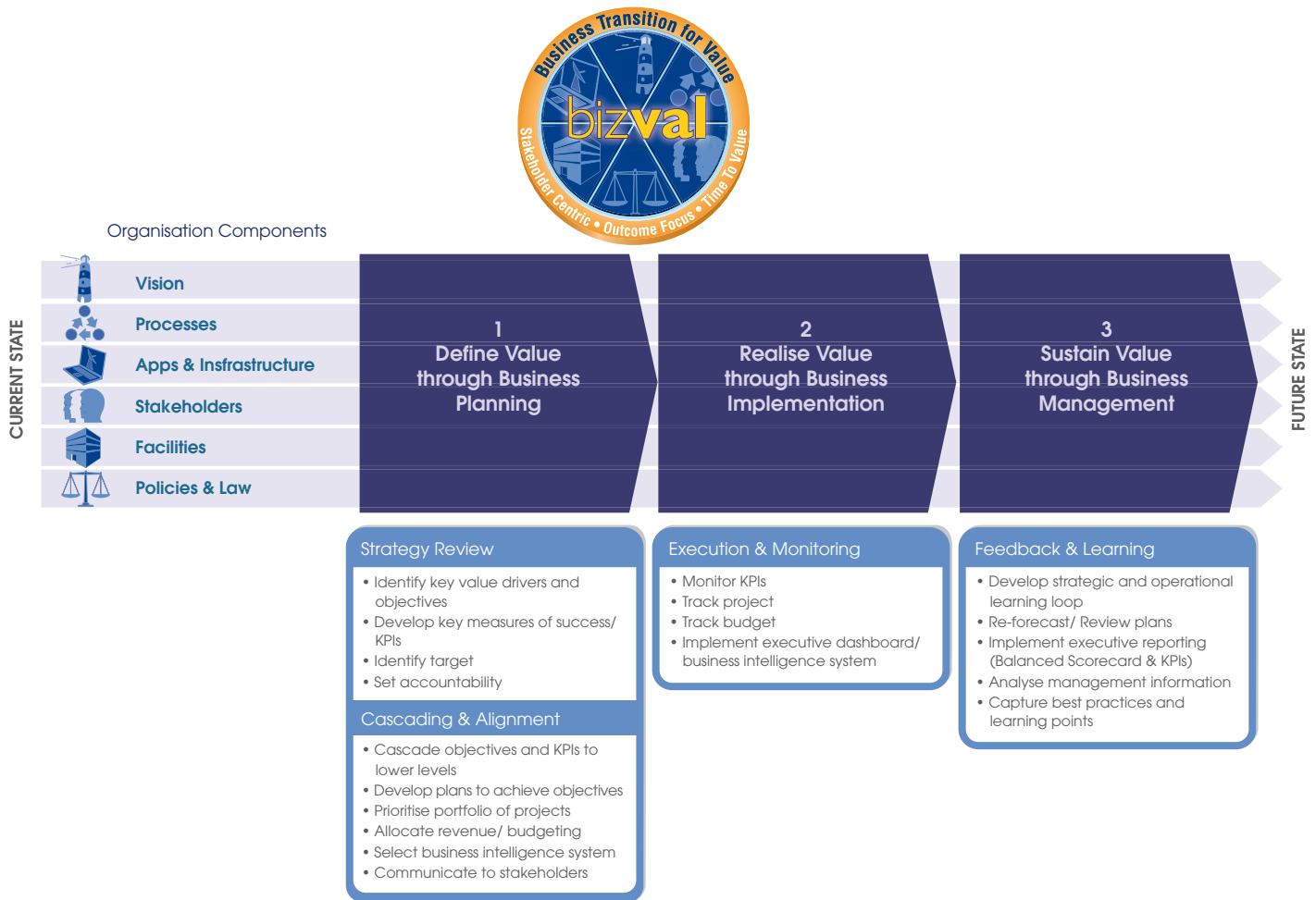
NCS CORPORATE PERFORMANCE MANAGEMENT APPROACH

At NCS, we have a holistic and structured approach that enables organisations to systematically embrace CPM. The NCS CPM methodology encompasses the key components of:

- Strategy review
- Cascading & alignment
- Execution & monitoring
- Feedback & learning

NCS CPM methodology is an integrated framework for developing organisational strategic direction, setting objectives and targets, and measuring success, while at the same time developing initiatives and allocating resources to achieve the objectives. It also involves continuous performance monitoring and the provision of feedback loops to allow for corrective action to be taken where necessary.

NCS Corporate Performance Management Approach



NCS CORPORATE PERFORMANCE MANAGEMENT SUITE OF OFFERINGS

Our suite of offerings include:

- **Strategic Review**
Clarify business drivers, objectives and KPIs; determine the right portfolio of initiatives to close performance gaps; prioritise investments/expenditure that are tied to budgeting
- **Performance Design and Development**
Design and develop scorecards and dashboards using the Balanced Scorecard methodology. This includes identifying key business objectives in the various perspectives to form the strategy map, developing leading KPIs that are forward-looking, as well as KPIs that are outcome-based.
- **Performance Governance**
Develop structures and processes to leverage information

for performance analysis, reporting and feedback. For each deviation of KPI performance from the target, a list of actions shall be agreed e.g. Who gets notified? What decisions need to be made and by whom? What needs to be analysed and by whom? What is the decision timeframe? Who is responsible for monitoring decision impact?

- **Technology enablement**
Through the use of business intelligence tools. This includes analysing business processes and the associated information flows; analysing the availability of data to support the business requirements, and the complexity and efforts required to integrate the identified data sources; implementation roadmaps including system roll-out and required changes to business processes.

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