



QPR for Balanced Scorecard

When it comes to strategic performance management, ignorance isn't bliss

"If you can't measure it, you can't manage it. If you can't manage it, you can't improve it."

- Dr. Robert Kaplan & Dr. David Norton

Automate your BSC

While the value of Balanced Scorecard for performance management and strategy execution is indisputable, the benefits are largely dependent on the quality and efficiency of the reporting system that it relies on. Still today, companies struggle with home grown IT systems and MS Office tools to manage their objectives, measures and KPIs. To avoid the never-ending reporting limbo, QPR offers an automated solution that efficiently gathers and consolidates data in error-free reports with visual analytics and dashboards.

We know BSC from A to Z

As the first Balanced Scorecard software vendor, we have developed QPR Metrics with decades of experience and a deep understanding of management's need for quick access to actual performance data in order to make informed decisions. QPR Metrics provides the structure needed for efficient reporting and effective communication and collaboration.

The functionality of QPR Metrics is based on the founding principles that KPIs are cascaded down from the corporate level to individual employees. The performance data of individuals in return are automatically collected and consolidated from the lowest level scorecard up to management dashboards with a powerful calculation engine.

Join the winners

QPR's excellence in performance management is showcased in the numerous customer implementations that have won the Palladium Balanced Scorecard Hall of Fame Award from Drs. Kaplan and Norton:



Key Benefits

-  Current state of business at a glance
-  Shorter reporting cycle
-  Consistent & error-free reporting
-  Structure & discipline to meet objectives
-  Proactive decisions & actions
-  Fast to implement, easy to use and maintain

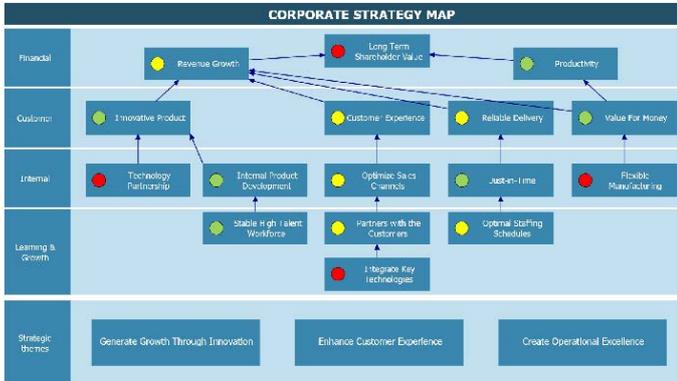
Keep score with QPR

QPR's online web portal offers managers easy access to get an understanding of the organization's performance at one glance. QPR Portal can also be used to efficiently communicate the story of your strategy to all employees through Strategy maps and Balanced Scorecards.



“Benefits realized through the use of QPR Metrics are providing timely, precise and relevant information to the CEO for managing the managers. As a result of which, employees strive harder to better their performance, due to transparency in the performance reporting”

Masood Azhar
Head of strategic planning



Strategy map with visual traffic lights to indicate performance

The more detailed Balanced Scorecard view shows how objectives are achieved by turning them into measurable KPIs and initiatives.

BALANCED SCORECARD - ENHANCE CUSTOMER EXPERIENCE									
Strategic objectives	KPI	Actual	Target	Status	Initiative	Actual	Target	Status	
Revenue Growth	Revenue Growth %	100,00 %	100,00 %	Yellow					
	Market Share %	51 %	51 %	Green					
Customer Experience	Customer Satisfaction	7,20	8,50	Yellow	Customer Satisfaction Survey	7 %	8 %	Yellow	
	Share of Segment	22 %	25 %	Yellow	Segmentation Initiative	3 %	8 %	Green	
Optimize Sales Channels	Order to Cash Process Throughput Time	30 Days	25 Days	Red	Optimize Sales Channel	8 Days	8 Days	Green	
Partners with the Customers	Percentage Trained in Customer Partnership	78 %	80 %	Yellow	Training Program	9 %	8 %	Green	
Integrate Key Technologies	Number of Customer Master U2S	115	150	Yellow	CRM implementation project	2	1	Yellow	

Visual dashboard to monitor every aspect of your strategy

QPR Metrics dashboards are interactive, meaning that drilling down to more detailed performance data is just a mouse click away. Depending on the type of KPI data, both current and historical performance can be presented in various readily available graphical formats, such as bar charts, pie charts, radar charts, heat maps and more. Different types of dashboards can easily be designed to your desire by dragging and dropping the needed objectives and KPIs. In addition, employees can manually input data for qualitative KPIs directly in QPR Portal.



Graphical presentations of data for in-depth analysis

QPR Metrics brings efficiency to strategy and performance review meetings by automatically preparing and distributing reports to all participants in the form of MS office documents or dynamic web reports, called Briefing Booklets. Automated alarm mechanisms warn if performance dips in between reviews.

Each user is offered a personal “My Contents” page on the portal, which provides them with an overview of all the information related to their role in the execution of your strategy. From there, they can drill down to review performance details, input performance data, submit comments, reply to requests and collaborate with others in solving problems. With QPR, everyone in your organization is aligned and empowered to act against strategy.

Contact us to find out more

QPR Software Plc (Nasdaq Helsinki) provides solutions for strategy execution, performance and process management, process mining and enterprise architecture in over 50 countries. Users of QPR Software gain the insight they need for informed decisions that make a difference. With 25 years of experience, 2 000 customers and over a million licenses sold, QPR's products are highly regarded by industry analysts and customers alike.
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QPR Suite

QPR Metrics
Meet your targets

QPR EnterpriseArchitect
Align IT with business

QPR ProcessDesigner
Improve process awareness

QPR ProcessAnalyzer
Turn data to process intelligence