"I only want the main points – but I want them all the time!"

„Not everything that can be counted counts, and not everything that counts can be counted "

Albert Einstein

Key Performance Indicators (KPI), Key Risk Indicators (KRI) and Key Early Warning Indicators (KEWI) – these are all important markers and they form a basis from which the control of critical corporate procedures may be exercised.

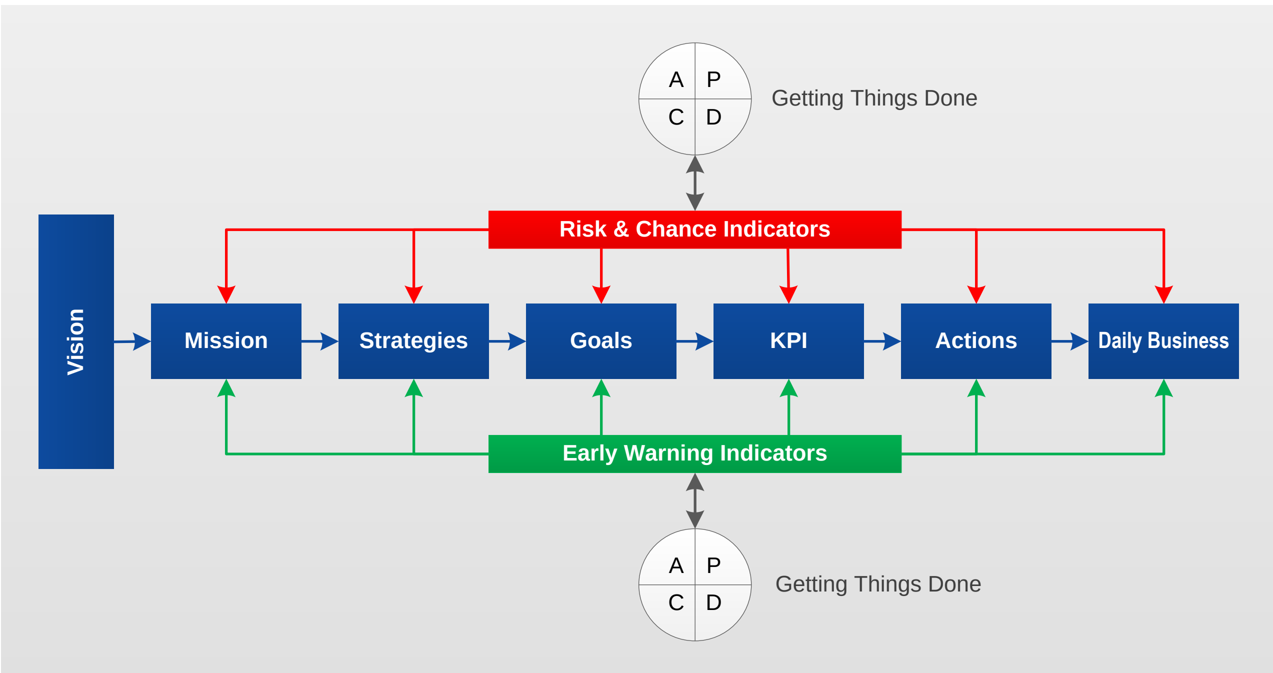
Ever since the concept of Total Quality Management rose to prominence in the 1980's, many companies have insisted on capturing, calculating and presenting their key performance indicators. But there's a problem: for most of these companies, key performance indicators are purely a means by which an army of staff can busy themselves collecting information, designing slides, printing reports and putting together ring binders. These reports are seldom read, much less used as a basis for decision-making.

In 2008, the British Advanced Performance Institute surveyed 1,100 companies, with embarrassing results: only 15 per cent of those asked were aware that indicators were tied in with company strategy and only 6 per cent believed that them to be relevant or meaningful. It gets worse: a study carried out in 2011 proved that in 66 per cent of all companies, the measured data were "heavily manipulated". As a result, nobody really believes in the system any more. The very reason for having indicators as a basis for correct decision-making has been turned on its head.

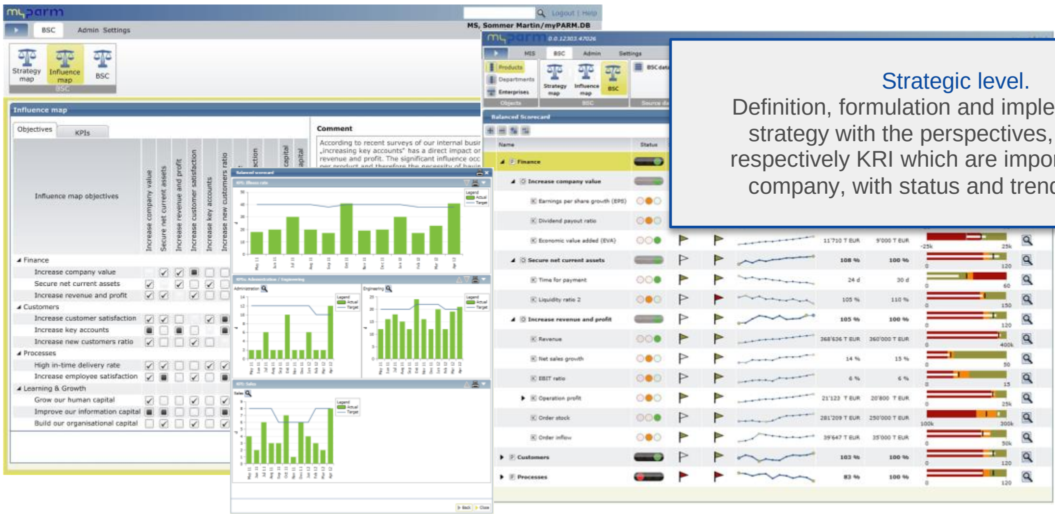
From the "**I**" in KPI, KRI and KEWI it should be clear that these ratios and figures are only meant to reflect our progression in a certain direction; they should never be the end-goals themselves. On the contrary: for the responsible manager, the indicator should be the starting point for the TQM chain of effects. Even the meaning of the letter "**K**" is wantonly ignored: instead of concentrating on a select number of values whose focus is clear, an endless stream of ERP system values are turned into colourful graphs. Key indicators are lost in the crowd.

Some companies, not to say the majority, have well-defined KPIs and operate a risk management system; they may even have established an early warning system. However – and this can lead to disastrous results – these are often isolated solutions that are seldom interlinked and which are run by individuals from different units within the organisation.

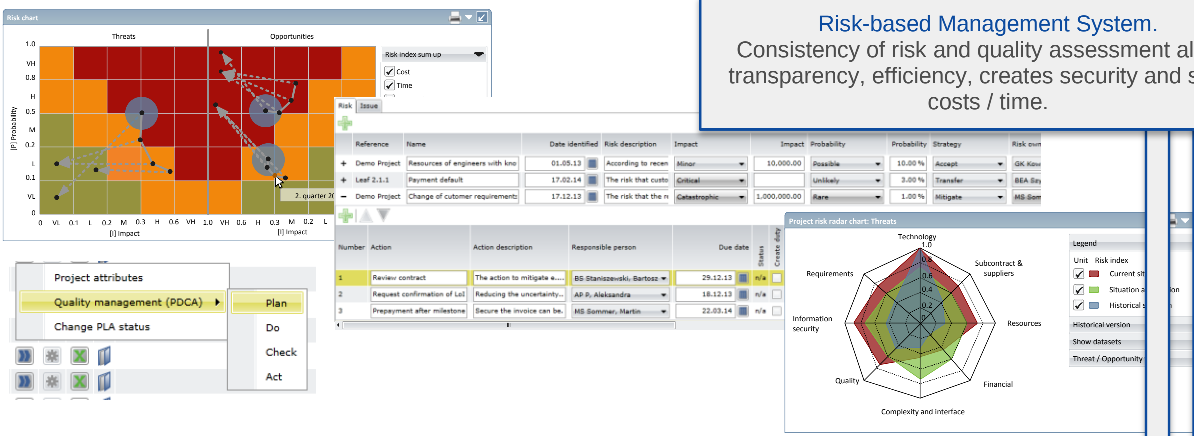
The "**myPARM Premium Integrated Framework™**" was developed with a view to avoiding the problems outlined above.



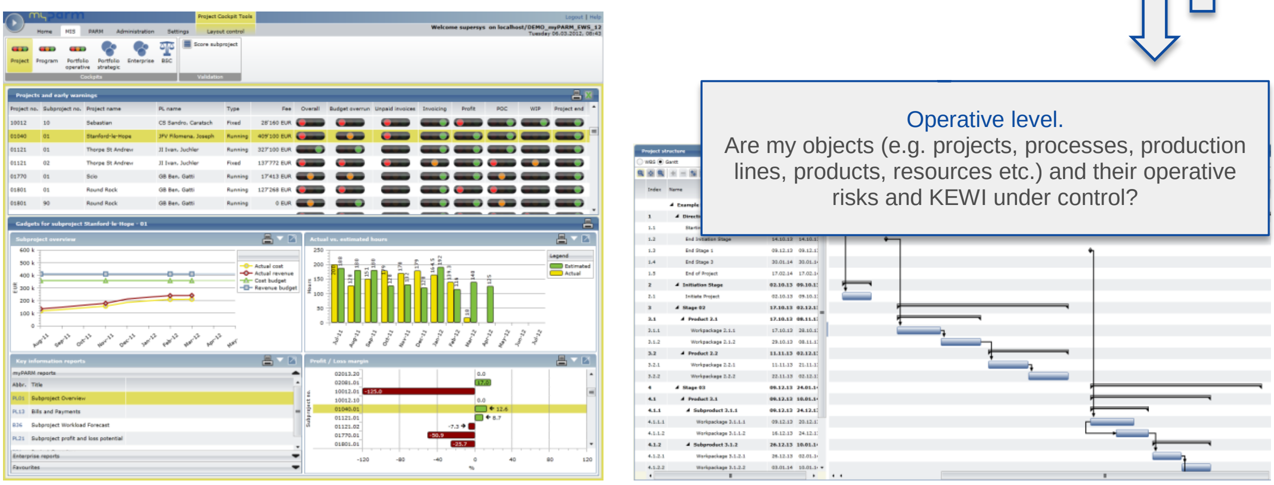
«This is how we fix the problem»



Strategic level.
Definition, formulation and implementation of strategy with the perspectives, goals, KPI respectively KRI which are important for your company, with status and trend analyses.



Risk-based Management System.
Consistency of risk and quality assessment allows transparency, efficiency, creates security and saves costs / time.



Operative level.
Are my objects (e.g. projects, processes, production lines, products, resources etc.) and their operative risks and KEWI under control?

Further information

Do you have any further questions, or would you like more information about applying?

Martin Sommer will be pleased to give you personal advice and further information

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