

## Performance Management Service

### Business Transformation Practice



#### BENEFITS OF INTERIS' PERFORMANCE MANAGEMENT SERVICE:

- Identifies the fundamental drivers of your business success so that you can continuously improve your operations and bottom line effectiveness
- Implements measurements that link strategy with the outcomes desired so that behaviours and actions lead to achieving established goals
- Integrates performance management in a seamless manner across all internal business processes and day-to-day operations
- Aligns performance management within your organization's existing management framework to more effectively manage the translation of strategic objectives into daily activities
- Aligns all activities from the project to enterprise levels with the overall business strategy
- Develops measurement methods for both "hard" metrics such as return on investment (ROI), and "soft" metrics such as customer and employee satisfaction, innovation or, intellectual capital

Organizations are constantly being challenged to deliver on their objectives and deliver them efficiently and effectively. Interis' Performance Management Service provides you with a view of your organization's performance from the perspectives of operations, investments and strategic alignment. It is a continuous process that involves integrating goal setting, measurement control, evaluation and feedback in a single progression aimed at fostering continuous improvement.

Interis develops the performance management processes, tools and aids to provide timely, reliable results that enable management to periodically review and take action on performance issues. Interis' Performance Management Service incorporates best-practice concepts such as scorecards and corporate accountability models, into each client's unique environment.

Our Performance Management Service enables you to manage and to improve your ability to measure and manage performance over time as your business environment changes. Our goal in all of our assignments is to help you improve performance and manage opportunities and risk with an overarching goal of value creation.

Interis' Performance Management Service involves a guided journey across three distinct areas within an organization:

**Evaluation of on-going operations** – Typically the vast majority of an organization's resources are deployed in day-to-day operations. Interis provides a view of unit cost, cycle time and defect rate of operational outcomes, typically organized into a layered scorecard, and providing a balanced view of historical and leading indicators across the relevant perspectives of the organization.

**Assessment of investments** – Corporate investment represents a significant proportion of total resources, typically in the form of a portfolio of initiatives chosen and prioritized to

introduce desired changes into on-going operations. Interis assesses the results of these investment programs, measured against the original strategic objectives, plus considers any changes in the strategic environment since the program was initiated.

**Strategic objective assessment** – An organization's strategy and planning activity, while typically taking a small amount of total resources, is a key component of the performance management framework due to the influence these activities and decisions have on the selection of investment priorities, and in establishing targets for operational performance. Interis measures these activities, typically following the annual planning cycle, providing periodic checkpoints regarding progress against strategic objectives.

Our Performance Management framework addresses each of these three areas, layering and filtering the information in such a way as to provide management with the relevant view of organizational performance.



### Expertise in Performance Management

- Interis completed an Integrated Performance and Risk Management Framework assignment where we developed a performance framework that included a Logic Model and risk profile, identifying the key risks, the level of exposure and a risk management response for each risk. Performance and risk indicators were developed to track performance and to track early warning signs of the increasing likelihood of a risk materializing.
- Interis completed a performance measurement assignment that involved designing the performance measurement framework and performance measurement plan for the project's key outcomes. This included defining the performance measures, indicators, measurement methods and their anticipated pattern of benefits achievement. This also included the identification of accountabilities for the outcomes. The performance measurement monitoring and reporting processes including roles, responsibilities and requirements were also developed in the performance measurement plan. These deliverables provided the client with a clear way to measure and monitor performance of the service.
- Interis defined a strategic performance dashboard for a financial institution's pension fund. Interis defined the "look and feel" of the dashboard and defined how it would be used by senior management to monitor and evaluate performance.

### Proven Expertise in Business Transformation

- Interis has a track record of clearly defining paths to realizing the benefits of transformation.
- Clients say that the knowledge transferred from Interis professionals to their organization has consistently proven to be invaluable in ensuring that initiatives achieve outcomes.
- Interis Business Transformation professionals bring a rare blend of both extensive professional knowledge and a history of hands-on experience that effectively bridges the all too common gap between knowing what to do and how to do it.
- Interis has developed an envied industry-wide reputation for having been in the trenches, knowing what works in large-scale initiatives and for continually finding practical solutions for making transformation initiatives a success.
- Interis brings extensive knowledge of complex information technologies and combines that knowledge with an unbiased approach for aligning technology with organizational objectives.

#### Business Transformation Services from Interis:

- Business Architecture
- Outcomes Planning
- Business Case
- Investment Governance
- Performance Management

*For further information on this and other Business Transformation services from Interis Consulting please visit [www.interis.ca](http://www.interis.ca) or contact one of our offices.*

# INTERIS

Knowing What Works  
Is In Our Nature.

Interis Consulting Inc.

[www.interis.ca](http://www.interis.ca)

**About Interis** Interis Consulting Inc. was founded in 1996 as a management consulting firm that focuses on providing independent and objective advice to clients in complex environments, often addressing significant changes to their business conditions.

The business outcomes are: enhanced abilities to protect corporate assets; improved predictability around corporate and investment performance; and harvested benefits from operational transformations made in the pursuit of market opportunities and corporate objectives.

Interis delivers value to clients through three complementary practices: **Business Transformation** — allows management to apply strategic management to investments. **Risk and Management Assurance** — ensures client risk profile remains within the approved thresholds. **Strategic Project Management** — assist clients in evolving from their current to their desired state. For further information please visit [www.interis.ca](http://www.interis.ca)

#### Ottawa

275 Slater Street, 20th Floor  
Ottawa, Ontario K1P 5H9  
T: (613) 237-9331  
F: (613) 237-9779

#### Montréal

1000, de la Gauchetière Street Ouest  
Suite 1510  
Montréal, Québec H3B 4W5  
T: (514) 877-0770  
F: (514) 877-9979

#### Toronto

The Exchange Tower,  
PO Box 427  
130 King Street West, Suite 1800  
Toronto, Ontario M5X 1E3  
T: (416) 214-9075  
F: (416) 214-9082