



Effective Performance Management certainly requires more than just the technology to support it. Expertise in KPI development, target setting, framework modeling, dashboard development and change management does not come with a software package. Nor does the ability to apply that expertise to the unique environment that is shaped by your organization, business partners, employees, owners, industry and market.

Software however does play an important role in how well your organization manages its' performance management initiative. This is all about how well the software supports and facilitates change, acceptance, participation, productivity, transparency, insight and decision making.

QPR Metrics is a software that focuses on your employees, by being easy to use and by engaging them in active participation in your performance management initiative.

Our partners in over 50 countries across the globe help turn our offering into a complete solution by complementing it with implementation, consulting, training and support services.

More than 1,500 organizations worldwide depend on QPR to support their effort to continually improve their operations and achieve their goals. All of them benefit from the ability to implement and roll out fast...and many of them are awarded as the best among their peers

Keep managers better informed on their areas of responsibility and highlight the issues that require their attention with dashboards!

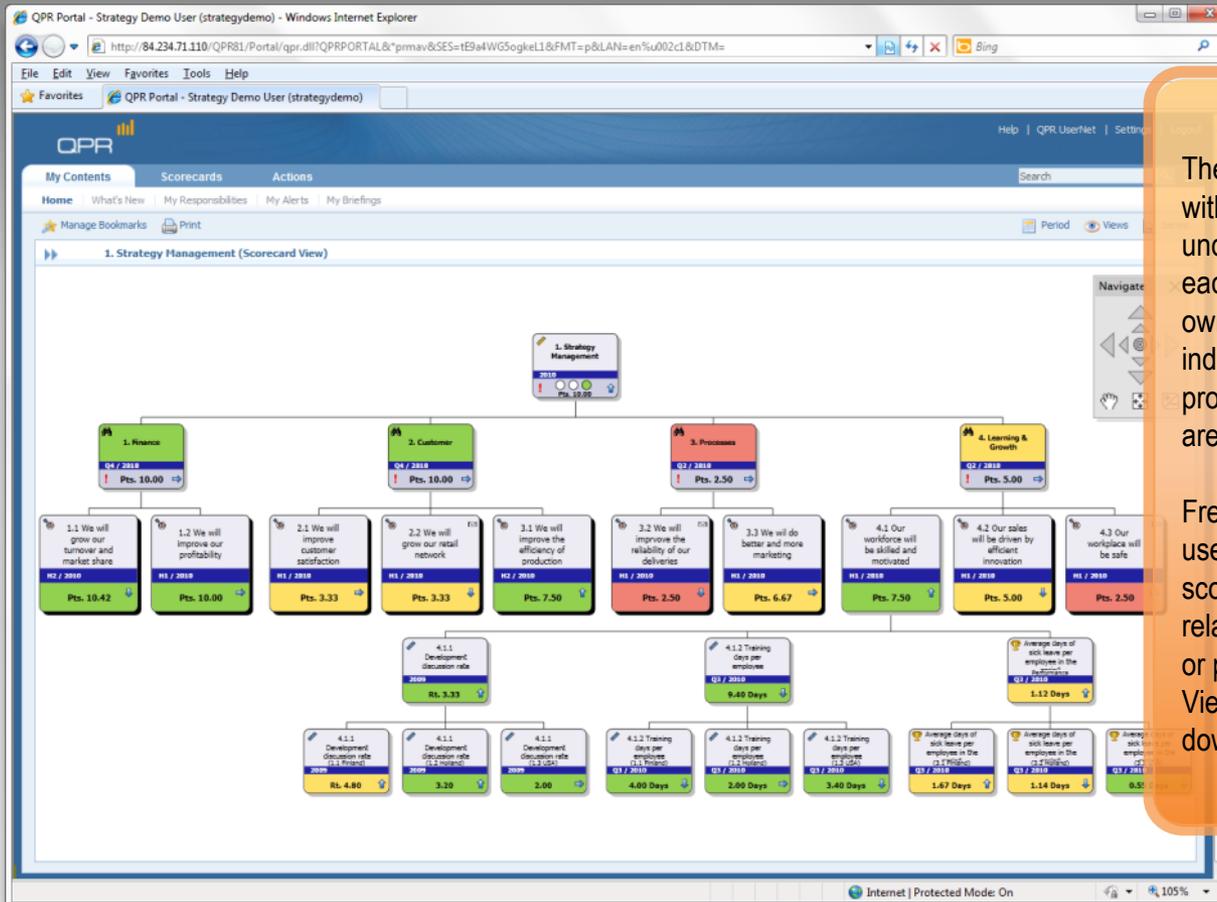


Dashboards are highly effective tools for managers to get a quick understanding of the status of a project, initiative, team etc.

Dashboards in QPR are easy to create, simply by dragging and dropping performance system objects (e.g. KPI's, objectives, measures, projects, risks) on the canvas and deciding on their visual representation and visibility conditions.

QPR dashboards are interactive, meaning that clicking on an object will bring users to deeper levels of detail, which can be a lower-level dashboard, a Measure Detail View, a Performance Analysis Report or even a web page, document, online form, or any other type of media content.

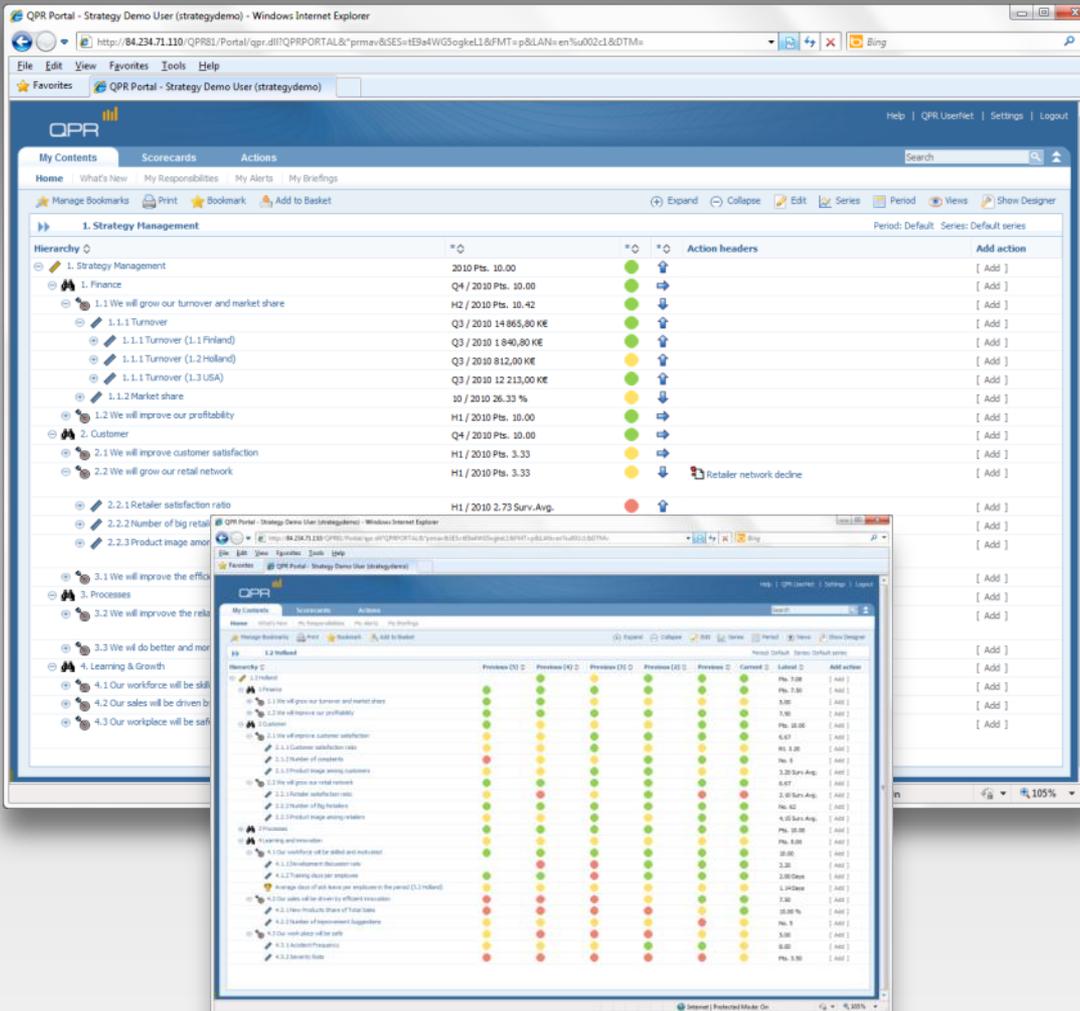
Start to your periodic performance review meetings effectively with performance scorecards!



The Scorecard View provides your teams with a powerful and visual means for understanding how the achievement of each higher level objective ties in to their own objectives, key performance indicators and measures, the areas that progress according to plan, and those areas that require more attention.

Freely configurable view settings allow users to change the focus of the scorecard (e.g. to financial figures, those related to a certain project, a business unit or process etc.), while each Scorecard View object allows viewers to instantly drill down into more detail.

Quickly find the information you are looking for!

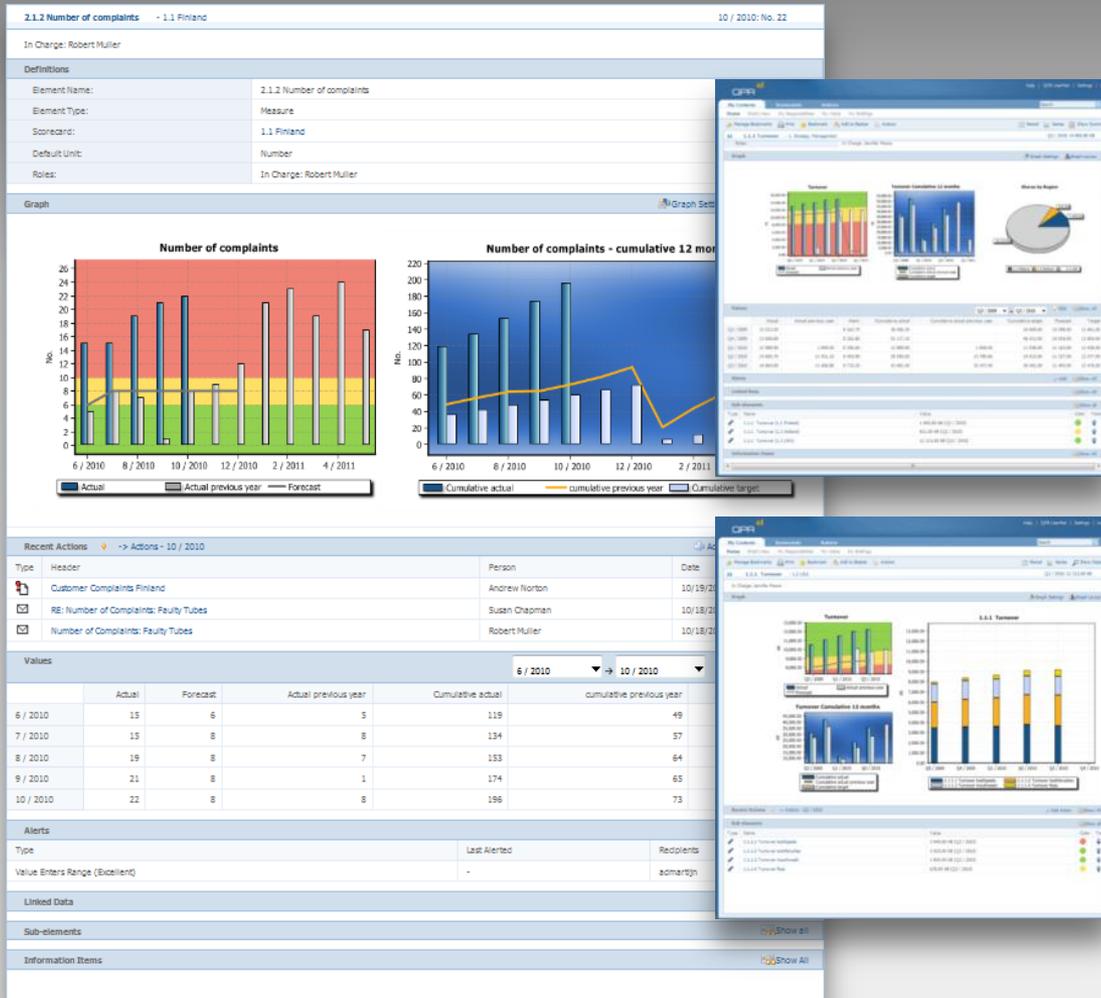


QPR Metrics organizes scorecards as well as the KPI's on those scorecards in tree-based hierarchies.

The Navigator View an easy to use tool for browsing your KPI framework, finding measures, looking at trends over time, comparing values and reviewing performance.

As KPI frameworks typically grow very large with hundreds of scorecards and thousands of KPI's, QPR Metrics also offers "Search Central" a powerful tool for quickly finding anything captured in the system.

Understand all there is to know about every detail of your performance management initiative!



With QPR, each KPI has a detail view. This is where users obtain insight in its' historic performance, who is responsible for it, its description, contextual information such as related comments and ideas by colleagues, as well as past or ongoing initiatives to fix problems.

The detail view also shows the KPI sub-elements, and allows users to configure alerts, enter data and comments etc.

QPR supports many chart types such as line, bar and pie charts, benchmark charts, heat maps, radar charts, scatter plot charts etc. making QPR suitable for a multitude of performance management applications.

Equip your staff with ad-hoc performance analysis and findings-sharing capabilities!

The screenshot displays the QPR Portal interface. The top window shows a scorecard for '1. Strategy Management' with columns for Element, Scorecard, In charge, Value & Period, and Action headers. Below this, an 'Analysis View' window is open, showing a detailed table of performance metrics. The table includes columns for Element, Scorecard, Value, Period, and Previous Period. The metrics listed include accuracy of distributor forecasts, average share of full-time per employee in the period, average number of supplier improvement targets achieved in period, average order processing time, average time to update employee records, and various business growth percentages.

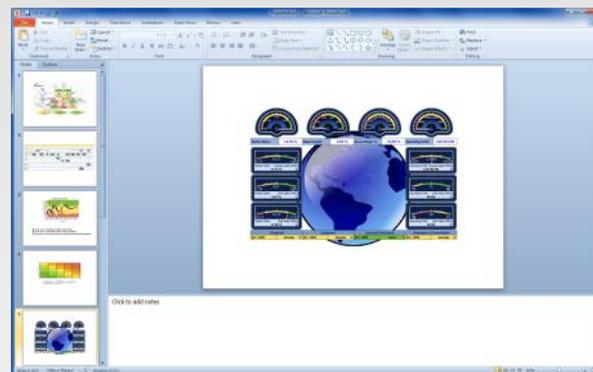
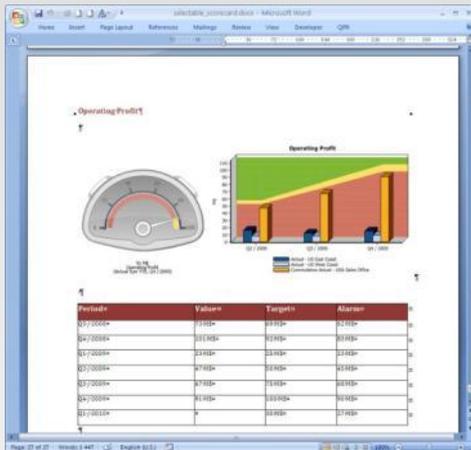
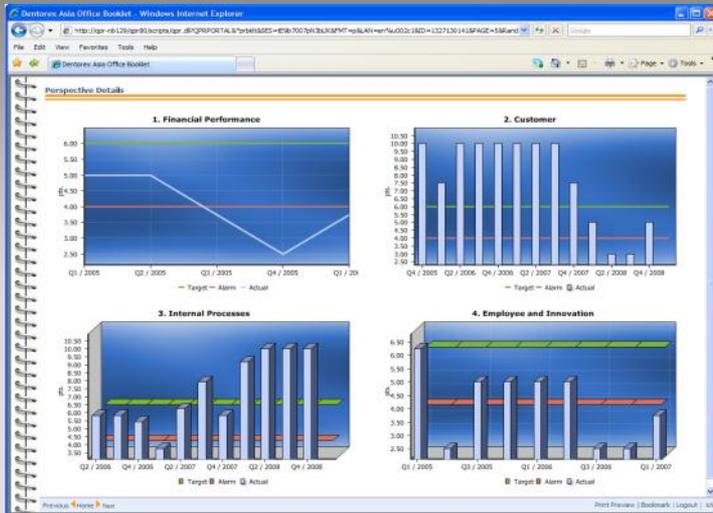
Element	Scorecard	Value	Period	Previous Period
Accuracy of distributor forecasts	3.1 Finland	97.67 %	Q3 / 2010	95.91 %
Accuracy of distributor forecasts	3.2 Finland	96.25 %	Q3 / 2010	84.81 %
Accuracy of distributor forecasts	3.1 Finland	97.56 %	Q3 / 2010	95.91 %
Average share of full-time per employee in the period	3.1 Finland	4.0720ea	Q3 / 2010	1.9820ea
Average share of full-time per employee in the period	3.2 Finland	1.1420ea	Q3 / 2010	1.2220ea
Average share of full-time per employee in the period	3.2 USA	6.0320ea	Q3 / 2010	6.2020ea
Average number of supplier improvement targets achieved in period	3.1 Finland	96.78	Q3 / 2010	96.78
Average number of supplier improvement targets achieved in period	3.1 Finland	96.65 %	Q3 / 2010	96.65 %
Average order processing time	3.1 Finland	4.615h	Q3 / 2010	4.335h
Average order processing time	3.2 Finland	3.884h	Q3 / 2010	3.884h
Average order processing time	3.2 USA	4.461h	Q3 / 2010	4.423h
Average time to update employee records	3.1 Finland	96.26	Q3 / 2010	96.26
Average time to update employee records	3.2 USA	10.86	Q3 / 2010	10.86
Average time to update employee records	3.2 Finland	98.00	Q3 / 2010	98.00
Average time to update employee records	3.1 Finland	14.1720ea	Q3 / 2010	14.6720ea
Average time to update employee records	3.2 USA	10.0720ea	Q3 / 2010	10.8420ea
Average time to update employee records	3.2 Finland	4.4820ea	Q3 / 2010	4.9220ea
Business growth percentage following campaign	3.1 Finland	2.07 %	Q3 / 2010	2.07 %
Business growth percentage following campaign	3.2 USA	5.75 %	Q3 / 2010	5.75 %
Business growth percentage following campaign	3.2 USA	2.25 %	Q3 / 2010	2.25 %
Business growth percentage following campaign	3.1 Finland	24.2620ea	Q3 / 2010	28.7020ea
Business growth percentage following campaign	3.2 USA	11.3120ea	Q3 / 2010	11.4720ea
Business growth percentage following campaign	3.2 Finland	18.1720ea	Q3 / 2010	18.4420ea
Business growth percentage following campaign	3.2 USA	2.76 %	Q3 / 2010	2.46 %
Business growth percentage following campaign	3.1 Finland	6.82 %	Q3 / 2010	6.49 %
Business growth percentage following campaign	3.1 Finland	96.24	Q3 / 2010	96.24
Business growth percentage following campaign	3.2 USA	92.86	Q3 / 2010	89.80
Business growth percentage following campaign	3.2 USA	11.71 %	Q3 / 2010	11.71 %

The Analysis View supports users in analyzing measures from all available scorecards in the system.

Powerful yet easy-to-use filtering functionality enable each user to define their own overviews of performance measures. For example by department, theme, name, owner, value, trend etc.

QPR allows users to bookmark the views they create for future or repetitive use and also share these views with colleagues inside the portal or export them to Microsoft Excel for further analysis and distribution to colleagues or importing into other systems.

Your performance reports always ready on time... with minimum effort!



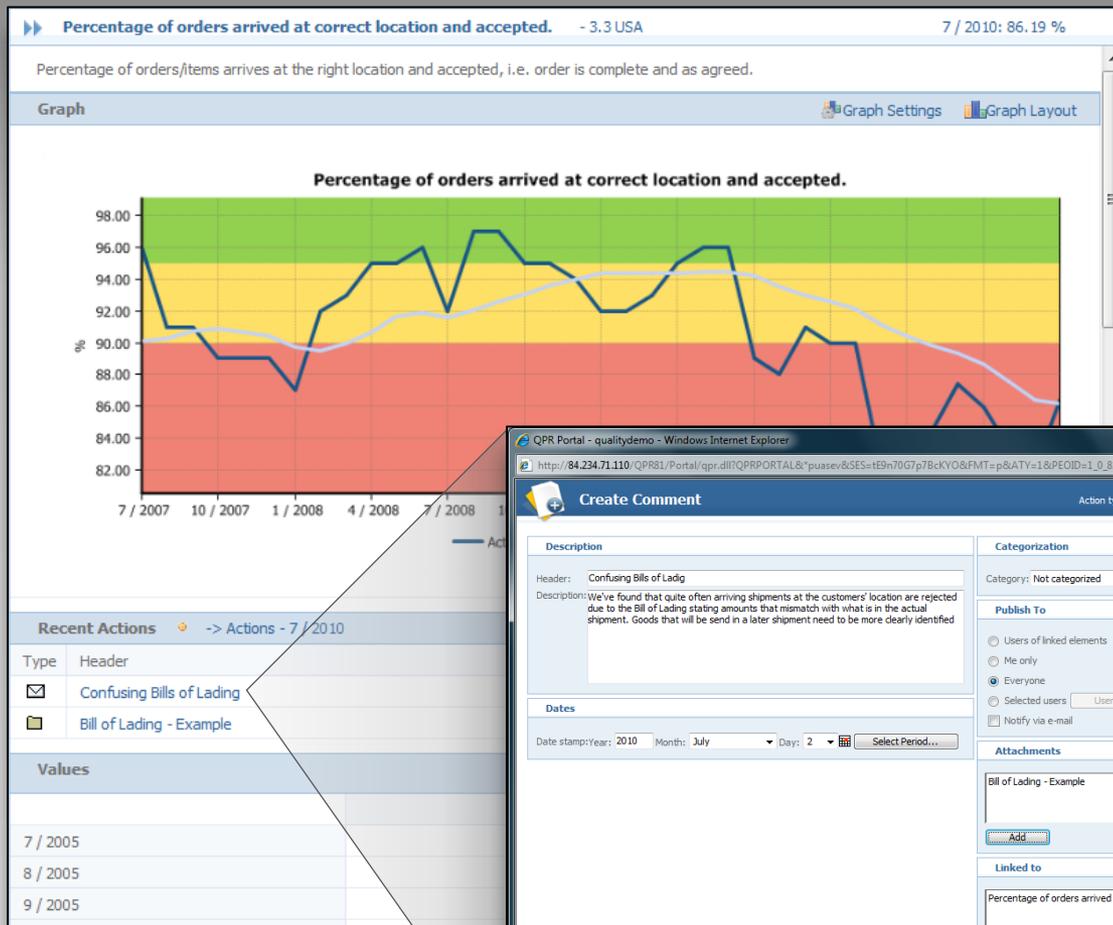
QPR Metrics allows users to create online Briefing Booklets for system internal reporting purposes. These Briefing Booklets mimic Microsoft® PowerPoint presentations enriched with live data and drill down capabilities.

In addition, QPR Metrics supports reporting in Microsoft® Office Tools:

Report templates can be defined in Microsoft Word, published periodically and automatically distributed.

Microsoft PowerPoint presentations can be defined ad-hoc in the system and automatically published to slides. Analysis reports can be exported to Microsoft Excel.

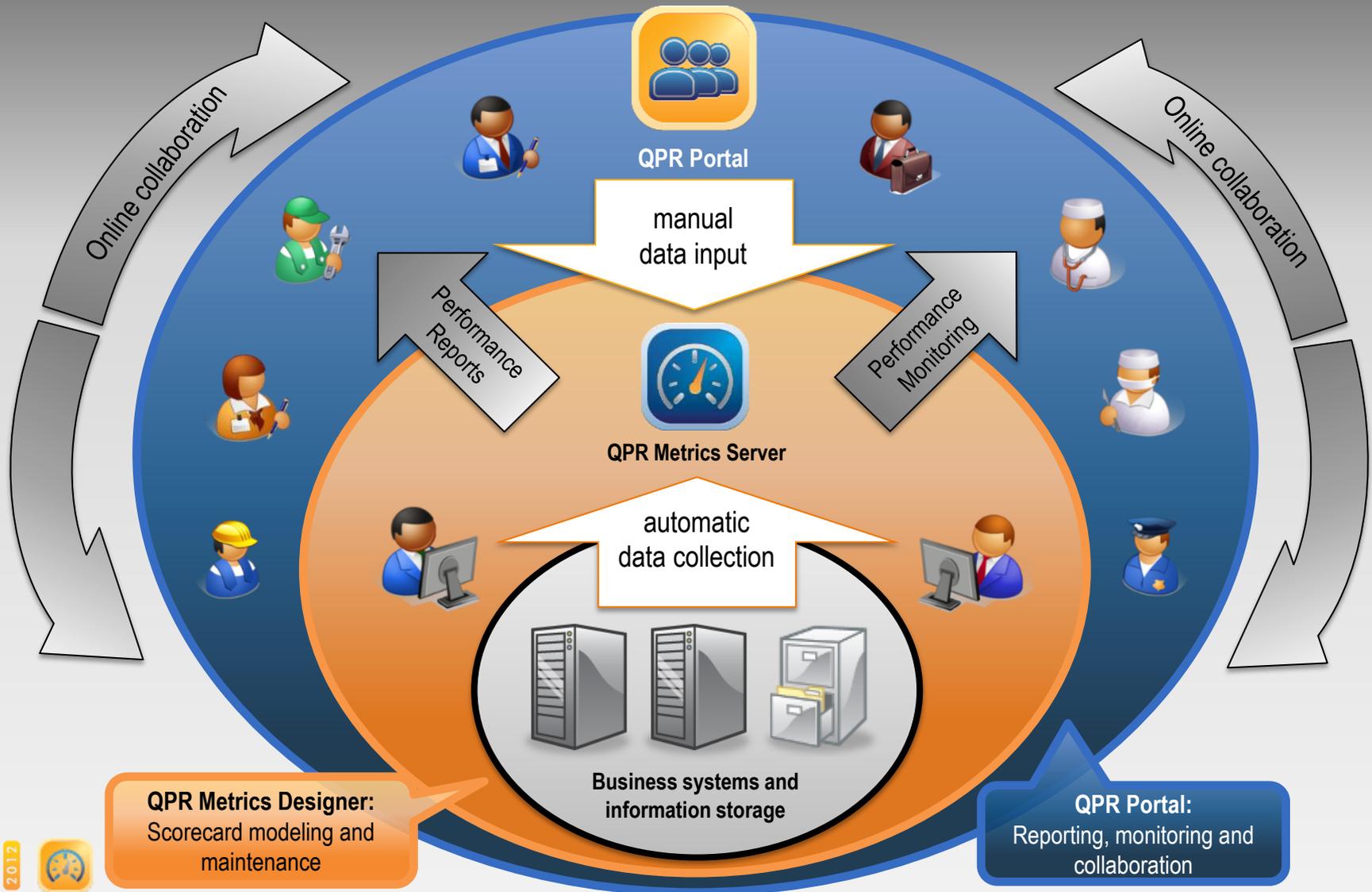
Give your people the full story behind performance and the tools to address issues effectively!



Performance data alone is not enough to understand the causes of problems or reasons for improvement. Comments, suggestions, incident reports, ideas, lessons learned and complaints all add context to this data and turn it into information you can act upon.

With QPR you enable your employees to add context to performance measures by using online forms that are easily configured to match all your information capturing requirements. The portal actions also allow users to assign tasks to other users or for your organization to formalize and automate problem-fixing processes with workflow system-based execution of actions.

The typical system implementation



QPR Metrics: Meet Your Targets!

- ▶ Communicate clear objectives
- ▶ Spend less time collecting data and preparing reports
- ▶ Get up-to-date insight in progress
- ▶ Get alerted to problems and opportunities
- ▶ Analyze information and share findings
- ▶ Start initiatives to address issues and monitor progress



Your Next Steps

- ▶ Find a QPR reseller near you
- ▶ See QPR Metrics in action: Schedule a demo
- ▶ Start your trial: request an evaluation period
- ▶ Learn about pricing: contact us for a quote!

