



BearTracks Performance Management

The **Performance Management** module of **BearTracks** supports your efforts towards cost savings and continuous operational improvement. The metrics collected as part of normal work processes are used to analyze performance against specific key performance indicators (KPIs). These KPIs can be uniquely configured for each location and process, then analyzed based on targeted criteria. KPI analysis provides the basis for evaluating compliance with broader service level agreements (SLAs), the results of which can be exported to rollup tools for balanced scorecard analysis. BearTracks' performance management capabilities provide a powerful tool for improving operational performance, optimizing resource utilization, negotiating better outsourcing contracts, and demonstrating superior service delivery.

SLA & KPI Definition

- XML-based report definitions, usually one per SLA
- SLAs can be specific to particular locations and processes; as many as needed, scalable to national or global rollouts
- Each SLA report comprised of one or more KPIs, as many as needed; each KPI corresponds to a specific measure to be evaluated
- Each KPI is evaluated to targets, and the KPI results are rolled up to compare against an overall weighted target for the SLA

Performance Analysis

- Tracked items can be grouped for KPI purposes via a wide range of parameters: external priority or carrier, internal priority or service type, item category or package type, delivery location, etc.
- Performance can be analyzed based on elapsed clock time, business hours, fixed-time-of-day deadlines, etc.
- Workflow measurements can be defined flexibly, e.g., from receipt of item to either delivery or first attempted delivery

Drill-down & Roll-up

- Top-level output is percentage and comparison to targets for the overall SLA and each KPI
- Drill down from top level to counts that make up each percentages, and from the counts to lists of items that make up each count. Drill down from the lists to item detail, allowing detailed "live" investigation of what went right or wrong
- Roll up from top level by exporting totals to third-party performance management tools for balanced scorecard analysis and presentation

Major Uses

- Issue an "internal report card" based on data that is accurate, timely, and objective. Answer the question "how well did we do meeting our service level commitments last week or last month?"
- Find and correct deficiencies and bottlenecks that impact performance
- Optimize resource utilization while still maintaining mandated service levels
- Manage outsourced service providers to SLA-based contracts, and negotiate better contracts based on the actual results obtained.
- Promote and support best practices and Lean Six Sigma initiatives throughout the organization