

Case Study

Council KPI
Operational Plan
Reporting and
Workflow Automation

KPI Operational Plan Reporting and Workflow Automation at Council in Southeast Queensland using Leading Business Management Platform

With a population of 156,863, the city is spread along the southern coast of Moreton Bay, covering 537.2 square kilometres.

Problem Statement

KPI and Operational Plan Reporting and Workflow Automation

The Council needs a tool that would help them to streamline and automate their group and departmental scorecard reporting process, and align them with the organizational level goals. Previously, KPI information was in silos, and there was no accurate way of presenting a single version of truth. Performance Management reports the required substantial time and efforts to be spent in connecting the disparate sources of information and for approval workflow to take place. The organization also needs a single platform that provided the ability to track and improve performance measures.

The Council's Operational Plan and Business Plans are part of Council's Integrated Planning Framework. Under the framework, they are categorised as Operational Planning Short-term Planning Instruments. The Council wants a tool to measure and report the performance of these plans in order to bring organisational alignment towards the strategic goals.

Solution

Our Business Management Platform serves as a tool for not only reporting KPIs and operational plans at group or departmental level, but also helps in connecting the information in silos and presenting data to help execute the strategy based on Council's Strategic Plans.

Our platform also automates the monthly, quarterly reporting approval workflows thus reducing the time and effort spent on these extensively.

Our Business Management Platform holds about 25 scorecards for the council's different groups and departments across the council. KPIs are reported manually and automatically from different systems and presented to users as a single version of truth. Monthly and Quarterly reporting workflow is automated using our inbuilt workflow module, thus enabling faster approval and sign off process for KPI reporting.

Operational plan reporting is automated using our platform and users are notified of their reporting tasks using automated emails from the system.

Result

Single version of Truth

KPI information, in silos, are now consolidated and presented as a single version of truth in our system, thus enabling greater transparency and accountability for proper decision-making.

Effective Workflow management

The workflow and approval management of the KPI reporting has greatly reduced the time taken to track, report, and approve scorecards that require attention of the managers at the group/department level as well as in the escalation of long pending issues to the corporate level.

Effective and Accurate Reports

The tool has reduced reporting time and improved accuracy of the reports. Monthly or quarterly performance management reports can be downloaded in seconds by just a click using the platform. Historical reports can also be downloaded by navigating through the system.