IBM Cognos Performance Manager Demo
Operations Transcript

Now you can improve performance and create more significant and sustainable business advantage than ever before.

A new best-practice decision-making approach from IBM breaks corporate performance into specific business functions, each containing information sweet spots that can transform companies from being middle-of-the-pack to industry leaders.

Better information is the vehicle that drives leadership-producing actions. Let's see how…

Improving performance in the Operations department is vital to every type of business because any efficiency gains you produce flow directly to the bottom line. In Operations, you're continually identifying ways to get more for less. But, you're also balancing the need to reduce costs with the need to improve quality and meet customer demands.

Because small operational gains can result in large profitability wins, managers must look at performance in a number of key areas, such as … ensuring timely, cost effective supply chain delivery … cost-effectively adjusting production to fluctuating demand … minimizing inventory and costs while ensuring that customers get what they need, when they need it … and improving production efficiency.

The IBM Cognos Performance Management Framework gives Operations managers the tools and insights they need to win at the margins. Let's see how …

The dashboard gives you a clear macro view of what's happening in Operations across the business. These problems jump out. There's a capacity issue in Texas…and you're not shipping to customers on time. Worse, your on-time shipment performance is trending down. You discover that shipments have been late for some time. It's a chronic problem that must be fixed. Customer satisfaction and service level agreements are at stake.

You quickly step back through the chain of metrics that influence shipments. Scheduled-to-actual production is the culprit and poor machine utilization is its driver. The machine production dashboard pinpoints it; we have a problem in Houston.

Drilling down to see what's going on in Houston you discover production isn't keeping up with demand for Entertainment products.

Getting even more detail, it becomes clear the problem is specific to game consoles.

You need to find a contractor to offload game console production from Houston. Which contractor is the best choice among those who can make game consoles? Contractor 1 is obviously the best choice cost-wise, but you want to make sure the savings are not at the

expense of quality, delivery, or other factors. The good news? … Contractor 1 also has the greatest capacity, reinforcing them as your best choice given the current capacity shortfall.

Having also noticed a distribution problem, you look more closely at the contractors to find out more. Contractor 8 has ruled themselves out since they often deliver late. However, even though the contractor you're leaning toward is mostly on time, when they do miss dates, they miss them significantly. You decide to tighten that part of their service level agreement to address that problem.

Wanting to ensure a committed relationship, you discover they're owed a good deal of money. You dive down to see if it's a problem, discovering it's a one-time issue that can be easily resolved.

Planning is another critical part of operations. The planning module lets you spread production based on demand trends you've identified.

You can also individually reduce Houston's production based on your new outsourcing decision.

These are just a few of the powerful insights and planning capabilities from the IBM Cognos Performance Management Framework and technology. As an enterprise-level solution, your decisions are immediately visible and communicated throughout your organization. The result: greater alignment, shared responsibility, and better performance.

Select the onscreen link to discover the potential of Performance Management for your organization! Attend a Performance Management Experience Workshop or email us for additional information.