

# Our Performance Management Tool

is an easy-to-use, web-based software  
that will help your company:

Identify the desired performance-level for your KPIs

Implement corrective measures

Streamline the analysis of your information

If you already use the Balanced Scorecard, Continual Improvement Process or any other performance-enhancing methodology, our software is right for you.

*Eduardo Treviño – TRISSA, CEO*

# *Satisfied Customers*

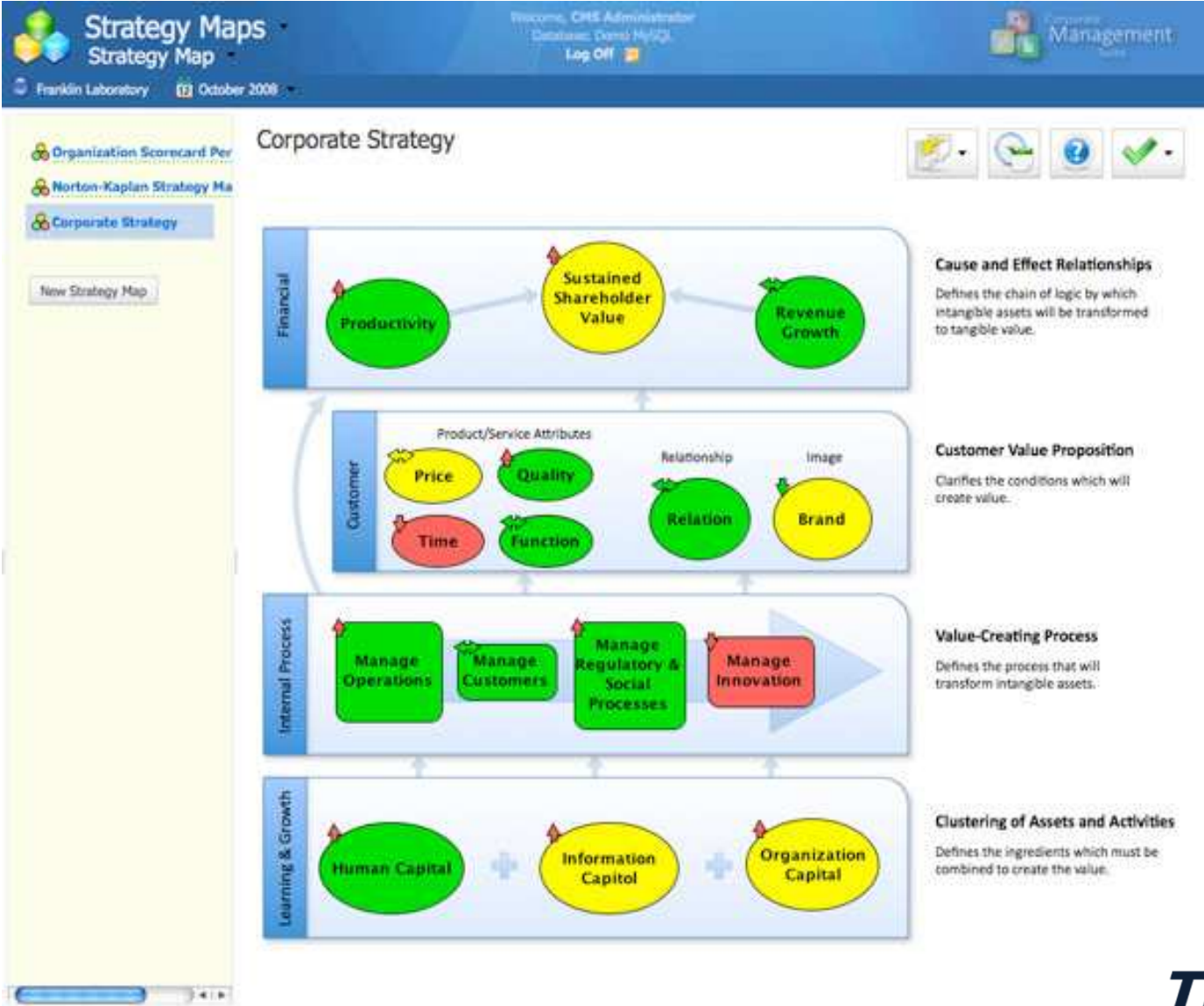
**Starbucks**  
**Kristina Haakman**



*Finding a tool that can accommodate 750 unique scorecards and 37,000+ metrics was a challenging task. Spider not only met our requirements, but also exceeded our expectations in every way possible.*

# 1. Create Strategy Maps:

Our software is completely compatible with the Balanced Scorecard methodology, allowing you to create Strategy Maps in minutes. You'll be able to drag-and-drop and resize your map's objectives the same way you would in Powerpoint. The only difference is that you'll be using your preferred web-browser.



## 2. Create Performance Dashboards:

Our software tool is user-friendly and practical. It will help you to create different types of dashboards to display the information in the way that best suits your needs. For example, this company chose to segment its units' performance by geographical location.



3. **Evaluate Performance:** Clicking on an objective or indicator, in any of the modules, displays a detailed analysis of its information. Useful elements like the speedometer or the time-graph will allow you to easily monitor its performance.



- 4. **Reports:** Our software tool will enable you to generate all types of reports to assist you in your decision-making process.

Scorecard Metrics  
 Franklin Laboratory | January 2009  
 Welcome, Demo 2.0 | Log Off | Corporate Management

Metrics Report - Franklin Labs Corporate Scorecard

Number Of Calendar Periods To Display: 4

Metric	Assigned Calendar	January 2009 Goal	October 2008	November 2008	December 2008	January 2009	YTD 2009	Owner(s)
<b>Financial (Corp)</b>								
Monthly Material Costs to Gross Revenue Ratio	Monthly	27	34	33	34	34	34	2.0, Demo Griffin, Mike
Operating Margin	Monthly	25%	22.07%	21.14%	19.22%	20.33%	20.05%	Crimmins, Conor Griffin, Mike
Gross Revenue	Monthly	\$ 25,000,000.00	\$ 22,740,000.00	\$ 24,160,000.00	\$ 25,400,000.00	\$ 24,000,000.00	\$ 16,620,000.00	Crimmins, Conor Griffin, Mike
CA scrap %	Monthly	1	4	4	4	4	3.5	
CA overtime %	Monthly	10%	12.75%	14.85%	15.83%	13.65%	12.02%	
MN scrap %	Monthly	1	2	3	3	2	2.5	
MN Overtime %	Monthly	10%	4.00%	11.15%	13.5%	13.3%	14.12%	
<b>Customer</b>								
% Share of Market	Monthly	45%	31%	37.6%	40%	43%	42.65%	2.0, Demo
% of Orders from Existing Customers	Monthly	70%	72%	70.26%	72.2%	71.3%	71.5%	2.0, Demo
Customer Satisfaction Rating	Monthly	90	93	92	98	97	98	2.0, Demo
wait time	Monthly	3	4	3	4	2	2.5	
On Time Delivery	Monthly	99%	97.72%	97.06%	97.14%	97.44%	97.22%	
wait time	Monthly	3	1	3	0	1	1.5	
<b>Internal</b>								
Revenue from New Products	Monthly	\$ 1,000,000.00	\$ 740,000.00	\$ 638,000.00	\$ 722,000.00	\$ 796,000.00	\$ 799,000.00	
Sourcing	...	...	...	...	...	...	...	

5. **Project Performance:** The project section will show you an overview all your projects' performance and progress in a single glance. You'll have all their information at the tip of your fingers, ranging from a simple list of overdue tasks to elaborate Gantt graphics that display all your projects' activities and sub activities and evaluate their development.

The screenshot shows a software interface for 'Initiatives Tasks' with a 'Tasks - IT To Do List' section. The interface includes a navigation pane on the left with a tree view of initiatives and a main table of tasks. The table has columns for Title, Linked To, Assigned Users, Assigned Groups, Start Date, Due Date, Completion Date, Budget, and Expended. The 'IT To Do List' task is highlighted in blue.

Title	Linked To	Assigned Users	Assigned Groups	Start Date	Due Date	Completion Date	Budget	Expended
Export Metrics Report and Distribute	Monthly Scorecard Review Meeting	Demo, ReadOnly		5/22/2007	5/23/2007			
Schedule next meeting	Monthly Scorecard Review Meeting	Demo, ReadOnly		5/25/2007	10/4/2007			
Update CMS Demo	Monthly Scorecard Review Meeting	Demo, ReadOnly		5/15/2007	9/28/2007			
Evaluate Spider				1/8/2007	4/29/2007			
Update user guide	Review Meeting Actions	Friedman, Joe		5/24/2007	6/22/2007			
Prepare new tour	Review Meeting Actions	O'Reilly, Scott Davis, Homer		5/24/2007	6/15/2007			
Purchase BSC Software					3/30/2007	2/28/2007	\$300,000.00	\$250,000.00
IT To Do List	Review Meeting Actions	O'Reilly, Scott	California Plant Performance Managers	1/2/2007	1/31/2007		\$300,000.00	\$250,000.00

6. **Comments and Notes:** This tool will allow you to insert comments giving further details on the performance of any objective, indicator, target or project. Each note registers the time and date of the comment, as well as who wrote it.

The screenshot displays a web application interface for a Scorecard Overview. The top navigation bar includes the title "Scorecard Overview", a user greeting "Welcome, Dennis 2.0", and a "Log Off" button. The main content area is divided into two sections:

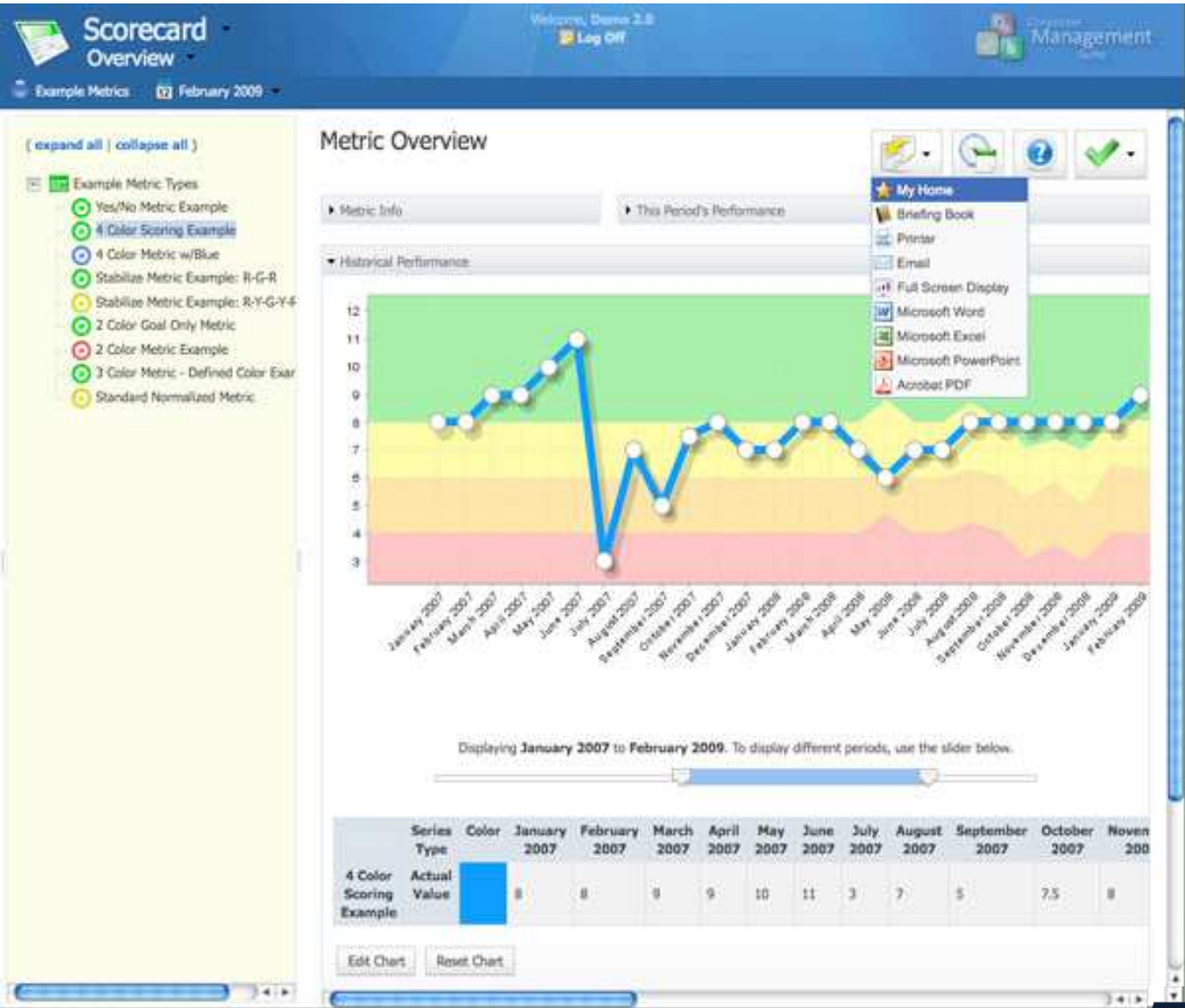
- Left Sidebar (Objectives):** A tree view showing the hierarchy of objectives for the "California Plant MFG Scorecard". Objectives are categorized into Financial (CA), Customer, and Internal. Each objective is accompanied by a status icon (e.g., red star for "reduce scrap from 3%", green circle for "wait time") and a brief description.
- Right Panel (Notes):** A "Notes" section for the selected objective. It contains several text-based comments:
  - A general note: "The California Plant has a goal of 100% Green." (Written by 2.0, Dennis, 1 month ago)
  - A note about performance: "We are dangerously close to Red for this period. What are we doing to fix it?" (Written by Phillip, Ronnie, 1 month ago)
  - A note about a meeting: "We have our Scorecard review meeting on Monday and will address the issues concerning 'Reducing Defects' at that time." (Written by Dennis, Color, 1 month ago)
  - A detailed note from Ronnie: "Please also review the issues with the Internal Processes during your meeting. We have a Red rating for both the 'Decrease Adverse Internal Performance' and 'Increase Output Per Person by 2%/Month' Objectives. Please let me know the results of your meeting so that I may report back to the Corporate Scorecard Meeting on Wednesday."
  - A note for the current period: "Although the numbers for the California plant will probably come in higher than Minnesota, please keep in mind that the targets are higher as well." (Written by 2.0, Dennis, just moments ago)

At the bottom of the notes section, there is a "New Note" button.



# 7 Information Management:

- Any information on our software can be easily exported to an array of formats (.pdf, .doc, .xls, or .ppt). Likewise, the Document Section will allow you to store or link any document that is important for you or you company.



# Need some help?

Our consultants would be delighted to help you with any questions you may have:

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