Introducing Management Excellence: Creating Competitive Advantage with your Management Processes

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Management Excellence: The Next Competitive Edge

Cost – Lean and Mean
Quality – Six Sigma, TQM
Speed – Real-time, JIT

Smart – Deep Insight
Agile – Decisive Action
Aligned – Across the extended enterprise
Oracle’s Management Excellence Framework: Strategy to Success

SMART
- Stakeholder Environment
- Market Model
- Business Model
- Business Plans
- Business Monitoring

AGILE

ALIGNED

Traditional Performance Management
Align Stakeholder Interests

FOCUS AREAS
- Sustainability Reporting
- Stakeholder scorecards
- Financial reporting

PERFORMANCE INDICATORS
- Stakeholder Added Value
- Customer satisfaction
- Investor turnover
- Sustainability index
- Employer attractiveness
Identify Market Dynamics

FOCUS AREAS
• Market analysis
• Benchmarking
• Competitive Intelligence
• Scenario Analysis

PERFORMANCE INDICATORS
• Market share, growth and capacity
• Brand value
• Price sensitivity
• Buyer propensity to substitute
Manage Uncertainty

FOCUS AREAS
- Predictive modeling
- Uncertainty management
- Funding analysis, financial modeling
- Portfolio analysis
- Strategy mapping

PERFORMANCE INDICATORS
- Financial: EVA, shareholder value, profitability
- Customer: loyalty, revenue growth
- Process: productivity, quality
- Learning/Growth: HR metrics
Integrated Business Planning

FOCUS AREAS
• Budgeting
• Integrated financial/operational planning
• Rolling forecasts
• Activity Based Costing

PERFORMANCE INDICATORS
• Planned and realized contributions to company goals
• Planning and realized contributions to other business domains
• Asset utilization rate (people, facilities)
Improve Operational Agility

FOCUS AREAS
- Variance analysis
- Root cause analysis
- Line of Business specific analysis

PERFORMANCE INDICATORS
- Financial analysis
- Sales and Marketing analysis
- Logistics and manufacturing analysis
- HR analysis
- Procurement analysis
Provide Feedback

FOCUS AREAS
- Management reporting
- Fast close, flash reporting
- Filings, Audit trails
- CSR reporting

PERFORMANCE INDICATORS
- Management process efficiency
- Time to close, time to report
- Span of control
- Forecast accuracy
Further Reading
http://www.oracle.com/thoughtleadership

Management Excellence White Papers:

- How Tomorrow's Leaders Will Get Ahead
- The Metrics Reloaded
- From Strategy to Success
- Techniques and Technologies

Journal of Management Excellence:

1. Introducing Management Excellence
2. Organizing for Management Excellence
3. Organizing for Management Excellence, Part 2
4. Creating Value
5. Creating Value, Part 2
6. Building Trust
7. Business Transformation
8. Creating Options
9. Value of Information
Oracle Enterprise Performance Management drives Management Excellence

Smart  Agile  Aligned