

### Salvaging corporate KPIs with exception-based principles

Never be forced to react when it's too late again.

Imagine for a second what it would be like to have complete peace-of-mind that all your daily targets are being fulfilled. Even if they aren't, you receive an immediate notification that one of the factors is going off-track, giving you plenty of time to remedy the situation.

Long gone are the days when you had to wait until the end of the month for your reports – when the issue has already gotten out of hand and there is nothing much you can do about it anymore.

For one of our clients – a large mining company – this ideal was far out of reach when it came to their shipping process. They relied on an external shipping company, which in turn consisted of a large number of contractors. All of these subsidiaries had their own reporting processes in place, which resulted in the shipping company having to manually integrate all the different datasets from the different shipping contractors. This was a time consuming and tedious process and took the last two weeks of every month to accomplish. At the end of this process, the mining company had a monthly report that essentially told them if one of their KPIs had gone off track – at a point when it was already too late to fix the situation anyways.

When we were asked to help improve the situation, we tackled the problem in three stages. Firstly, we standardized each shipping contractor's delivery capability by implementing a common data exchange format. Secondly, we established a process for daily delivery of these KPIs to the shipping company; and thirdly, we systemised the reporting to the parent company by comparing the data with daily targets and implementing an automated early warning system in the event that any of these data points exceeded tolerances.

As a result, there is now a daily feedback loop in place and the monthly report that had previously taken two weeks of manual labour now takes two days to complete. Managers are now able to invest the time saved in terms of creating reports to do valuable work while the early warning system alerts them immediately with sufficient time should any of the KPIs be off track and require action.

**To learn more about how to put an early warning system in place and automating a daily feedback loop, contact DataMovers at [info@datamovers.com.au](mailto:info@datamovers.com.au) or 1300 859 968.**