



CLIENT SCENARIO

The UK subsidiary of this German pharmaceutical company required expert assistance in designing an organisational scorecard, based on 'balanced' principles.

VaLUENTiS were commissioned to develop a standardised, working scorecard and hand over its operation to the client.

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INNOVATIVE SCORECARD DESIGN

Sector: Pharmaceuticals
Type: Consulting

OUR APPROACH:

VaLUENTiS' VB-HR™ Performance Metrics database was filtered for likely candidate metrics at project initiation, given client context.

Detailed project work gathered existing metrics in use (cross-functional) and created a taxonomy for their classification. Given this, a 'hierarchy' was developed and each metric ranked for impact. Within an iterative process, definitions were standardised and gaps in the measurement framework closed.

Following a series of reviews with the client's leadership team, a balanced scorecard was developed and trialled. Its rollout into the business was supported with tailored 'learning sessions'.

VALUE OF PROJECT:

The client was rapidly able to consolidate fragmented, organic approaches towards measurement that had developed in the business. This led to a standard metrics suite seen to measure business impact more effectively, with related definitions and approaches. This was rolled out in support of a refreshed country strategy.

PROJECT PLAYBOOK COMPONENTS:

- VB-HR™ PERFORMANCE METRICS DATABASE
- EDUCATIONAL WORKSHOPS
- MEASUREMENT METHODOLOGY

SIMILAR PROJECTS DELIVERED IN:

- Financial services
- Healthcare
- Utilities