

Implementation

- A team was created that had members from all the major divisions to pool in their 'plausible' causes for the decline being experienced
- A criteria was developed for filtering the collected measures and used to arrive at the 'most relevant group' of KPIs (Key performance Indicators)
- The software chosen was such that it permitted arranging the scorecards in the form of 'cascade'

Measuring Results

- Huge cost savings
 - ❖ **Total amount came down by 10%**
 - ❖ **Employee contribution rose by a 40%**
 - ❖ **Motivation levels too increased by 60%**
- **Coordination** between different delivery centers was achieved
- There was **transparency** of the system , thus making it easy to spot the '**weakest link**'