



## Operational report

### KEY DELIVERABLES:

- Analyse which data was key to the operational reporting and what data was redundant
- Reduce the time effort dependency on particular staff to produce the report
- Facilitate the monthly meetings in becoming more productive
- Create a user friendly report with forward thinking KPI's and enable management by exception

### KEY BUSINESS CHALLENGES:

- The business performance manager spends a significant amount of time compiling the operational report and the process for doing this complex task was not defined
- Data was not being taken from core MI systems and not showing the true picture
- Multiple data sources

### BUSINESS OVERVIEW:

Balfour Beatty has a monthly operational meeting to determine the **performance** of the various depots as well as the **overall performance** of the company. The data required for this meeting centred on KPIs, resource requirements and costs but was not currently being drawn from the core management information systems. The **current method** for generating the report was a highly manually process and the report itself was not easy to interpret, as a result of this the **monthly meetings** were not as productive as they could be.

### THE SOLUTION:

- Data was analysed to ensure any data covered by the report was accurate, timely and relevant for the meeting
- Data retrieved solely from management information systems
- A clearly defined process for the production of the report was documented
- Provided depot managers with accurate information making the meetings more efficient and productive
- Delivered training, briefings and one to one sessions with key users
- Automation of data load reducing error and speeding up the process
- Embed changes to processes and capabilities



**TUSP blend people, process and technology to deliver successful change solutions**