



## Performance Management

KEY DELIVERABLES:

- Provide full visibility of the business as usual programme of works to all key organizational levels
- Reduce the amount of time and effort of reporting to allow management energy to be switched from compiling reports to using reports to improve future performance
- Ensure consistency of reporting across national programme from different geographical management areas

### KEY BUSINESS CHALLENGES:

- Management use a large amount their time and energy compiling regular business performance reports, reducing their time focused on future improvements
- Multiple organisational levels within the company structure means reporting can be inconsistent and not always available
- Gap in central policies to enable consistent reporting from all locations

### BUSINESS OVERVIEW:

**£14 million** is spent everyday on **maintaining** and **improving** the British railway infrastructure. The company is a **not-for-profit** national infrastructure company that was formed to **manage** and **revitalise** Britain's railways. It is responsible for the **operation, maintenance** and **renewal** of Britain's rail infrastructure - the tracks, signals, bridges, viaducts, level crossings, tunnels and stations. The company employs **30,000 people** and has an annual turnover of **£3.8 billion**.

### THE SOLUTION:

- Simple, user friendly system delivering an automated production of a suite of reports
- Reporting packs aimed at each organisational levels using centrally sourced data and consistently strategically aligned KPI's
- Engagement of central functions to define and set policies to standardise the data collected where gaps are identified
- Design, development and implementation of system to end users
- Training, briefings and one to one sessions held to understand data sources and KPI's
- Embed changes to processes and capabilities
- Replacement of legacy systems



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