



PERFORMANCE MANAGING PROCESS

MAKING A CASE FOR METRICS DESIGN WITHIN A STRUCTURED PERFORMANCE MANAGEMENT FRAMEWORK

OLIVE SIKEM NGAH, CPIM, CSCP, SCOR-P, CDDL

JULY 12TH 2022

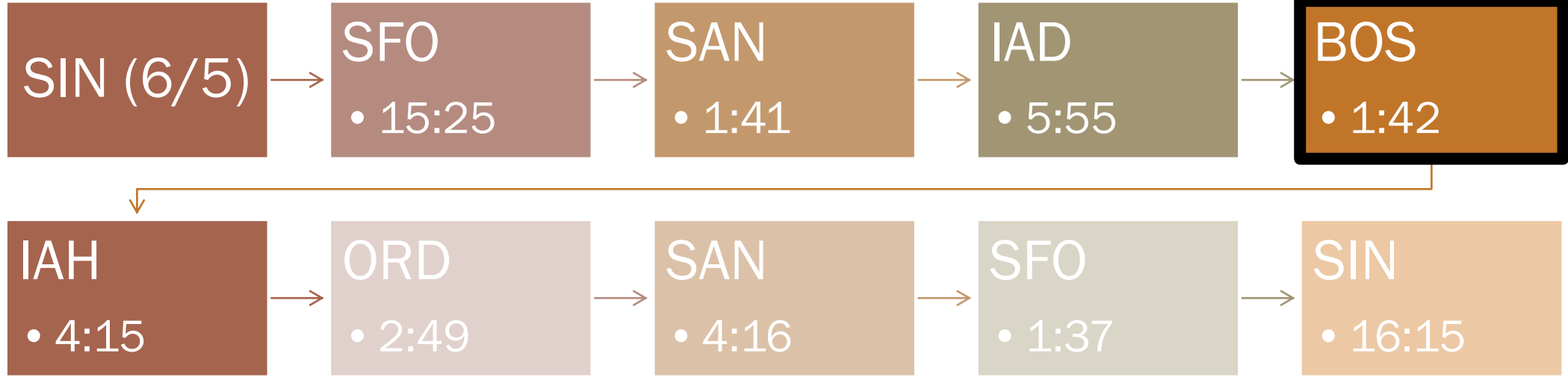


MEET THE PRESENTER

Olive Ngah, CPIM, CSCP,
SCOR-P

Global Demand Manager
DuPont de Nemours, Inc

Board of Directors
ASCM (2021-2023)



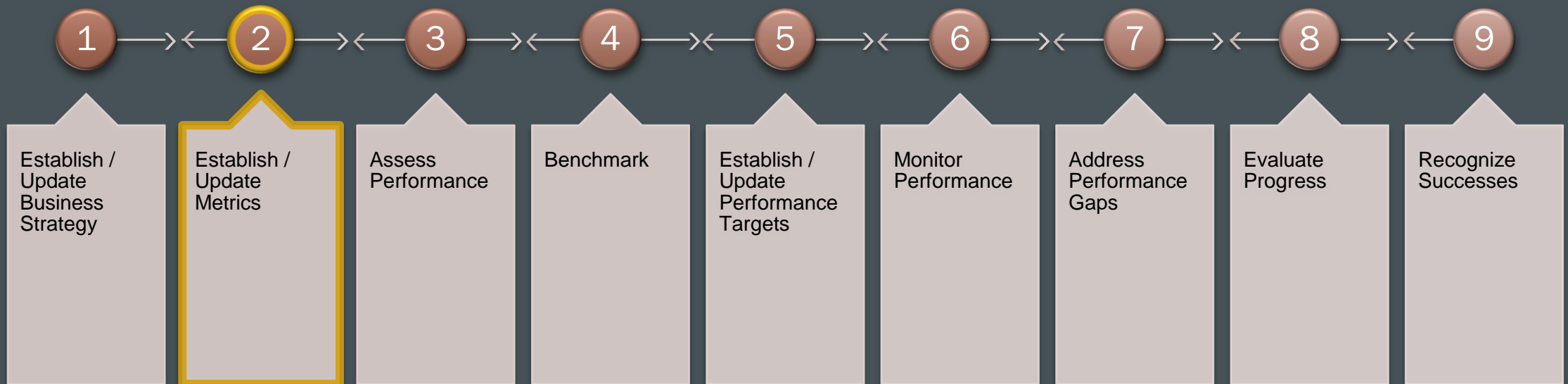
5 out of 9 completed: ALL On-time arrival

OLIVE'S USA ITINERARY
CUSTOMER DELIVERY PERFORMANCE

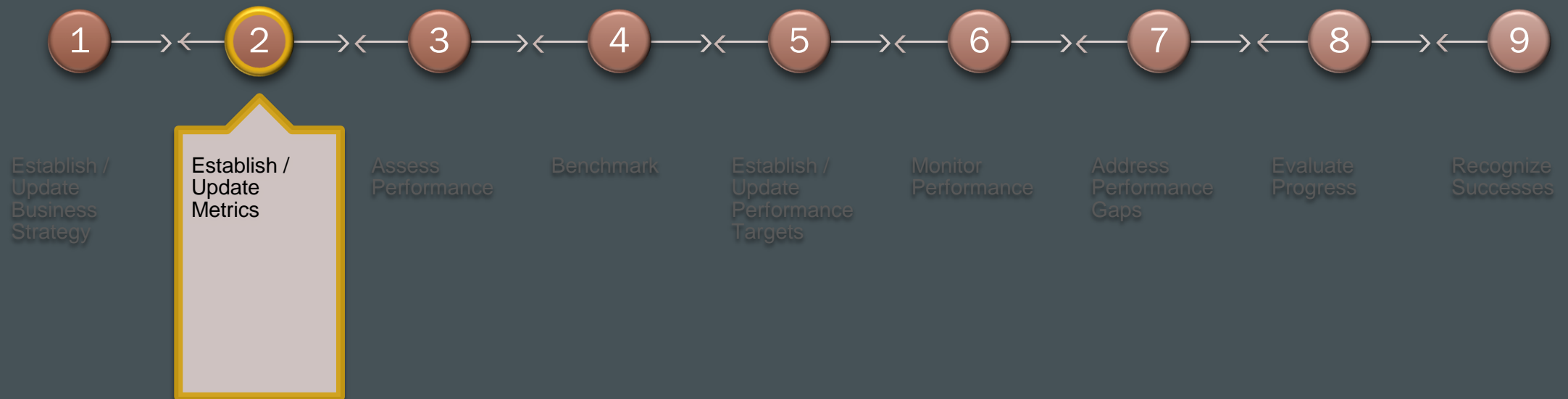
WHAT IS YOUR APPROACH TO PERFORMANCE MANAGEMENT



PERFORMANCE MANAGEMENT FRAMEWORK



PERFORMANCE MANAGEMENT FRAMEWORK



2 ESTABLISH / UPDATE METRICS

GOVERNANCE

Well Defined,
Measurable,
and
Quantifiable

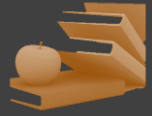
With Example



Actionable,
Motivate
desired
behavior

Metrics
Characteristics

2 ESTABLISH / UPDATE METRICS



GOVERNANCE

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WELL DEFINED, MEASURABLE, AND QUANTIFIABLE



PURPOSE



NAME



DEFINITION



CALCULATION



KEY
ASSUMPTIONS



UNIT(S) OF
MEASURE

WELL DEFINED, MEASURABLE, AND QUANTIFIABLE

 Purpose: *Delight Customers* while optimizing *profitability* and *efficiencies*

 Name: Delivery to First Promise

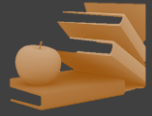
 Definition: Percentage of "customer order line items "that meet FIRST Promise

 Calculation:
$$\frac{\text{Number of customer order **line items** that meet first promise}}{\text{Number of customer order **line items** delivered in the same period}} \times 100\%$$

 Key Assumptions: e.g. is early delivery acceptable

 Unit(s) of Measure: Percent (%)

2 ESTABLISH / UPDATE METRICS



GOVERNANCE

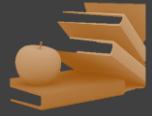
Well Defined,
Measurable,
and
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Actionable,
Motivate
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2 ESTABLISH / UPDATE METRICS



GOVERNANCE

Well Defined,
Measurable,
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Actionable,
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behavior

Metrics
Characteristics

ACTIONABLE, MOTIVATE DESIRED BEHAVIOR



Process focus



Defined RACI



Visible

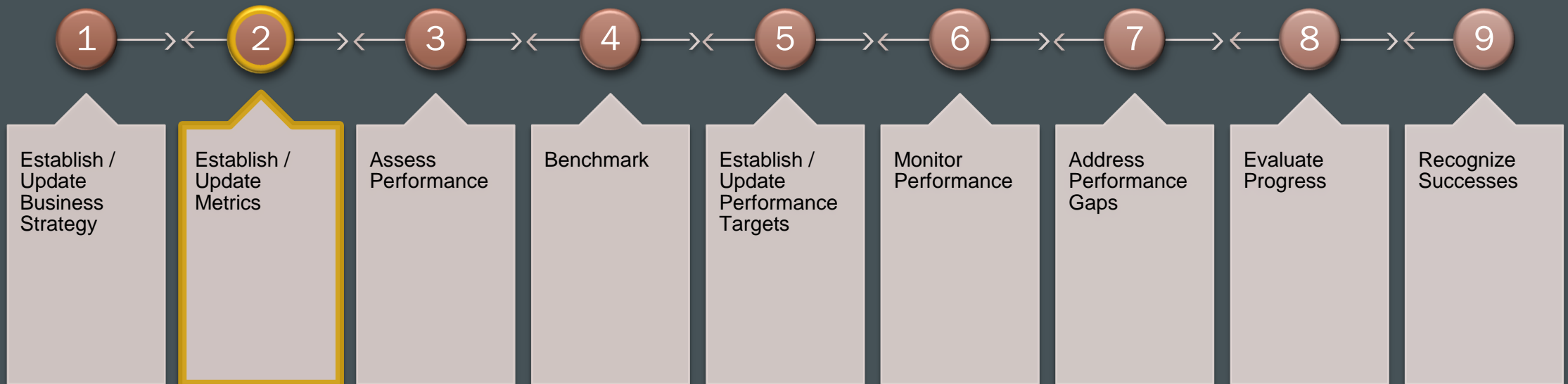


Accurate

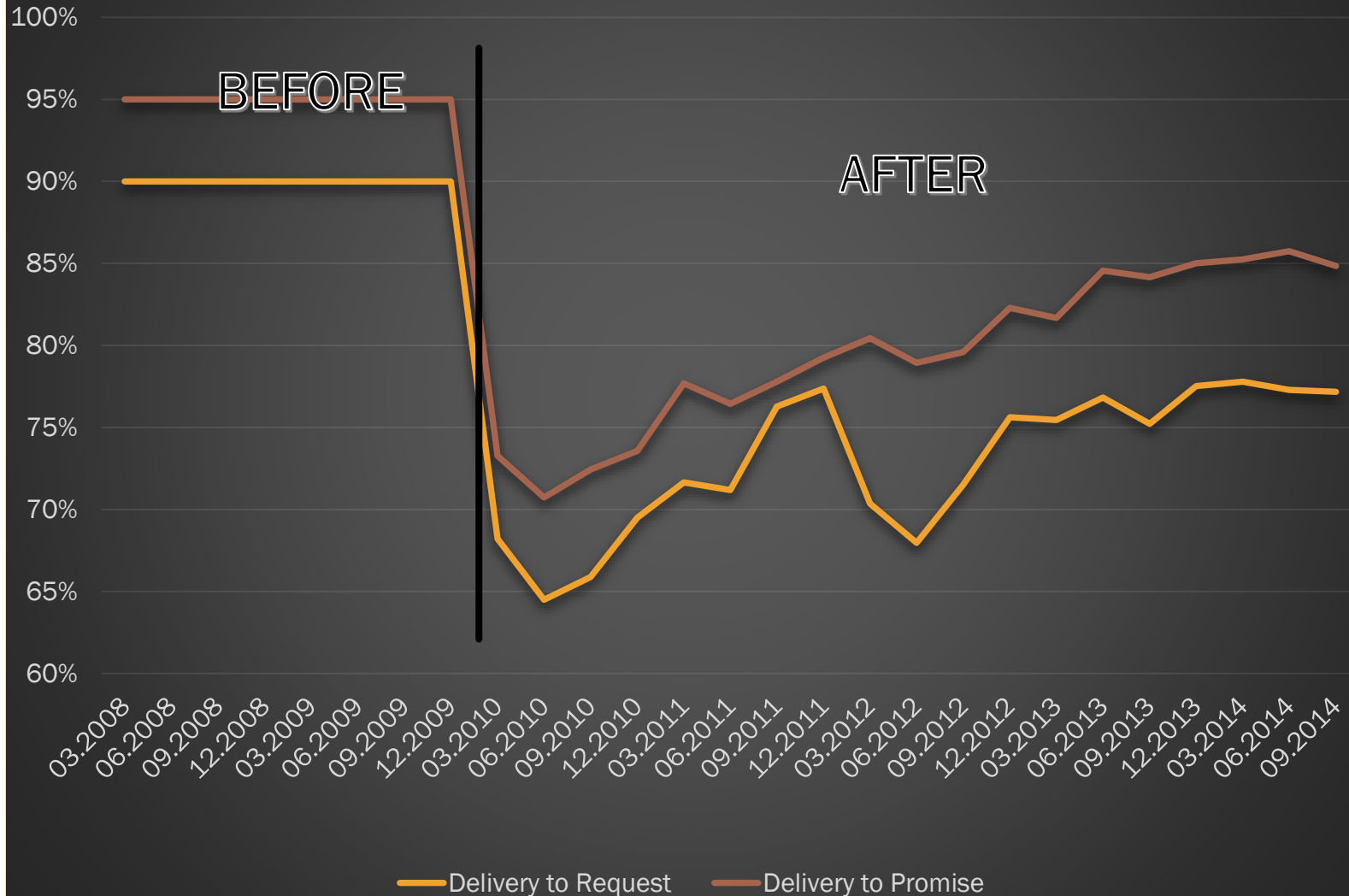


Timely

PERFORMANCE MANAGEMENT FRAMEWORK



Delivery to Request / Delivery to Promise



BEFORE

- Average performance $\geq 90\%$
- Does not reflect customer experience

AFTER

- Performance initially decreased and began improving
- Reflects customer experience that is aligned to business strategy

Q&A





APPENDIX