

BUSINESS PERFORMANCE MANAGEMENT

Move strategies for success off of your spreadsheet and into your organization

In most organizations there is no shortage of strategy and ideas. But to be of any value, those same strategies must be implemented successfully. And that is often easier said than done. The inability to connect enterprise strategy to core processes and activities means the significant risk of wasting valuable resources — time, people, processes and technology. A commitment to business performance management is a competitive advantage. It's about turning strategy into execution and execution into results in the most efficient way possible.

BUSINESS PERFORMANCE MANAGEMENT

Business Performance Management (BPM) is about getting results faster and with a higher degree of confidence. It's the alignment of management discipline with emerging technologies to optimize the use of four critical components — people, process, controls and technology — to drive results. And technology is an enabler to automate, execute and monitor business processes. A commitment to BPM means the ability to:

- Streamline operational processes to deliver enhanced services fast
- Reduce costs through operational efficiencies, decreased variability, and integration of processes and controls
- Establish focused performance metrics to facilitate better decision-making

FOCUSED BPM SOLUTIONS

One size does not fit all. MorganFranklin combines business process, industry, systems and change management expertise to deliver tailored BPM solutions. Our professionals use a flexible framework to quickly lead clients from assessment to implementation. For us it's all about helping you plan, respond, and manage change without losing sight of the end game — making the business better.

We offer five integrated services:

- Operational Assessment
- Process Re-Engineering
- Organization Alignment
- Roadmap
- Performance Measures and Metrics

Operational Assessment — Swiftly assess the four components of BPM and evaluate operations in the context of your stated goals and objectives. This assessment can be applied at the process, functional or enterprise level. The primary output from this assessment is an operational scorecard that compares your operations to industry benchmarks, best practices and your own standards of excellence. The scorecard highlights areas for improvement, prioritizes opportunities and defines expected benefits.

Process Re-Engineering — Design and implement processes related to your improvement opportunities. Process re-engineering considers the people, process and technology components needed to realize breakthrough performance. Working with your team we act fast to seize quick-win opportunities for immediate and measurable results.

- Utilize Lean Six Sigma methodology to identify and solve root causes of process challenges

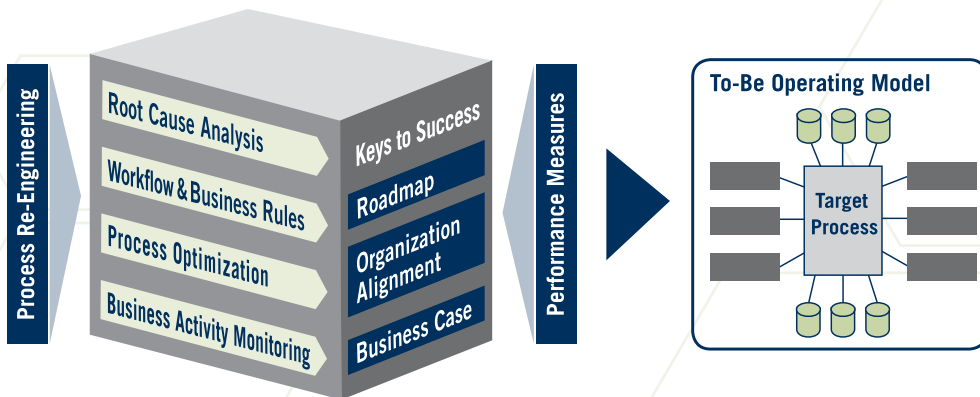


We Know the High Value Implications of Our Work

- Assess your organization
- Automate workflow
- Optimize processes
- Identify milestones and checkpoints
- Foster improvement and sustainability

“MorganFranklin has demonstrated a willingness to scale their level of involvement based upon our ability to devote internal resources to support project-related activities. MorganFranklin has become a trusted advisor for us because they have a truly independent viewpoint, have demonstrated an ability to deliver strong consultants on short notice, and have the ability to blend best practices with a solid understanding of our business.”

Larry Campbell
Senior Director, DAI



- Design and optimize processes against requirements and within constraints
- Evaluate the use of technology to eliminate manual processes and inefficiencies
- Ensure that key controls and compliance objectives are embedded processes

Organization Alignment — Assess the readiness of your organization to embrace and maintain business transformation initiatives.

- Analyze structure and identify required changes needed to ensure long-term support
- Identify obstacles to adoption and incorporate into change-management plan
- Apply change management principles to engage stakeholders and to ensure participation and buy-in throughout the initiative

Roadmap — Provide a common vision for building the ideal operating model. The roadmap also dictates the speed at which the organization reaches BPM maturity.

- Define order, timing and duration of activities to support the rollout of new processes
- Identify milestones and checkpoints to support stakeholder communication and to synchronize with operational and strategic objectives
- Develop longer-term view of activities to foster improvement and sustainability

Performance Measurement and Metrics — Identify and align performance metrics with business strategy and mission. Performance management dashboards provide a clear set of business data that leads to better decision-making.

- Assess existing performance metrics systems, processes and procedures
- Select core forward-looking financial and non-financial metrics that allow management to evaluate business performance against desired goals
- Design and implement measurement tools that leverage data from core systems
- Tailor communication systems for executive, management, and staff members

CHOOSE MORGANFRANKLIN

Organizations are consistently asked by their stakeholders to improve business performance, reduce risks, minimize costs and enhance revenue. Our Business Performance Improvement solutions help you to attain better performance by improving the efficiency and effectiveness of key operations. MorganFranklin's tailored solutions help you remain competitive and successful in a constantly changing business environment.