Professional GBS®
Performance Tracking

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How Metrics Can Boost Business Results and GBS Impact

If there is a lack of awareness of the excellent
service level performance of your GBS
organization, then this pillar will be of value.

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Pillar Overview

▶ To help organizations identify the simplest possible yet powerful measures/KPIs that are relevant for the business and accurately depict the performance and value creation of GBS.

▶ To identify the right performance metrics for the different target audiences (end users, process owners, senior business clients, GBS operations resources, etc.)

▶ To distinguish between in-process metrics and outcome metrics that are relevant to the business.

▶ To articulate a communications strategy that helps build trust and equity for GBS among users and clients.

▶ To implement the right KPIs even when the underlying data is not all available.

▶ The outcomes/results: The identification of in-process and outcome KPIs at a granular level for different target audiences via workshops for individual GBS services.

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Why It Matters

▶ The biggest challenge for most GBS service leaders is to identify the relevant metrics for different types of users and clients. Most GBS services share too much information about KPIs, which does not build trust and credibility. Consequently, most of the communications around GBS metrics end up being ignored. The opportunity here is to work backward from the KPI communication needs of the different target audiences, such as senior leaders vs operational managers vs users. Doing this systemically builds trust in the GBS organization.

▶ If the right set of relevant performance measures are not established, the equity of the GBS service is in danger of being defined by situational, one-off issues, despite the best efforts of the GBS organization to deliver performance outcomes.

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Inixia's Approach

Inixia's approach to GBS' exponential value creation is the gold standard in the industry. Our founders were the first in the industry to extend GBS' mandate from process operations to business model innovation, and their model is now used worldwide.

DESIGN OF DELIVERABLES:
3 Workshops of 3 hours each:

WORKSHOP 1 – FRAMEWORK
The first session focuses on providing external tools and industry data to help you define optimal performance metrics. This includes content such as - Best practices to make KPIs and metrics serve your goals, criteria for selecting the most relevant KPIs and metrics, creating a logical flow of outcome and in-process KPIs, how to effectively operationalize KPIs, and the best industry practices on metrics for your specific processes.

WORKSHOP 2 – LANDSCAPE
This session merges your organization's KPI needs with external best-practice solutions. We assess the current state of your KPIs, frame the challenges and opportunities, contrast existing metrics with the most relevant industry KPIs for specific services, and select and organize the most appropriate KPIs.

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WORKSHOP 3 – EXECUTION

The final session is about providing best practices on the execution of the newly defined metrics. This includes feedback and guidance on KPI calculations, Implementation strategies, and best practices, deployment planning for new KPIs, and procedures for analyzing and improving ongoing metrics.

▶ Follow-up office hours and feedback sessions, max of 8 hours, provided in 1-hour sessions.

▶ Tools and templates are provided in written/designed form for customization and use.

Elapsed Duration

The duration of the engagement not to exceed a total of 3 months.

Cohort Design

The cohort can include the natural service work group comprising Service Operations, Service Management, Process Owners, and representatives of Users. The ideal cohort size would be about 20 people. It is possible to have input providers come in for parts of the process to adequately represent their needs.

Scope

The design of the adoption pillar for performance tracking is the identification of in-process and outcome performance metrics for a specific service. Services are ideally defined at an individual Service level rather than at a Service Category level.

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Who Should Attend

▶ The intended attendees are mid-level GBS leaders in any sized GBS organization. They should include Service Managers who are accountable for defining the performance of their respective services. GBS Operational Managers who deliver Service Operations would also benefit from the structured approach to defining GBS performance metrics. We recommend that this design work be done ideally at an end-to-end service level and be chartered appropriately so workshop attendees are empowered to make decisions on behalf of their companies.

▶ This workshop requires that Service Managers and Operations Managers have previously gone through the Professional GBS modules of Service Management and Operations Management, respectively.

The Inixia Team

The Leading Business Transformation program is **led by Global Industry Leaders, each with over 20 years of experience successfully developing, leading, and driving high-impact transformation projects in Fortune 20 companies.** These projects ranged from multi-million-dollar process transformations and innovations to billion-dollar global acquisitions and divestitures.

Filippo Passerini
Co-Founder and President

Tony Saldanha
Co-Founder and CEO

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Pricing

The pricing per cohort is $60,000

How to Enroll

To learn more about how Inixia can partner with you on building new business capabilities, email us at information@inixia.com

information@inixia.com

Contact Us

To learn more, contact us at

information@inixia.com

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Adoption Services

Inixia offers 7 customized trainings designed to help individuals, leaders, and organizations fully adopt the skillset, mindset, and toolset to transform their business process operations.

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