MyCOMPASS

My Corporate **O**bjectives **M**anagement and **P**erformance **A**nalysis **S**coring **S**ystem

MyCOMPASS ver. 1.1.0.1
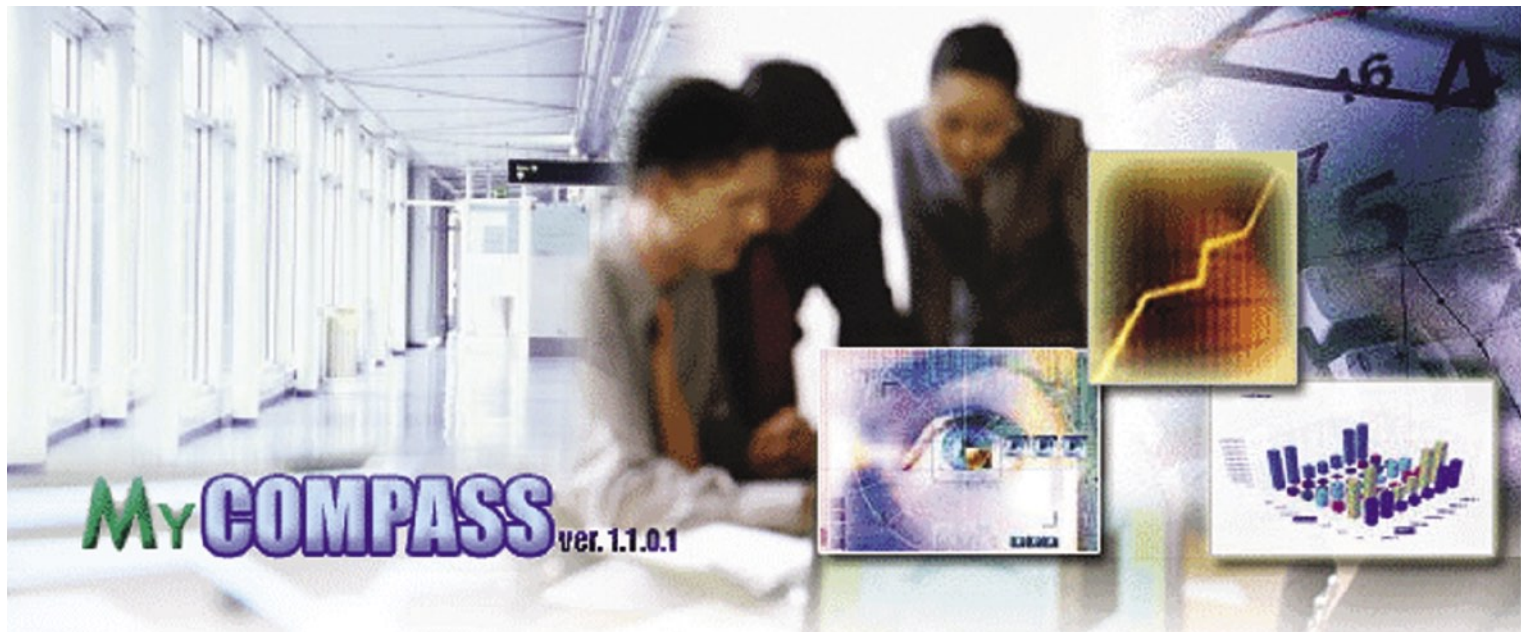
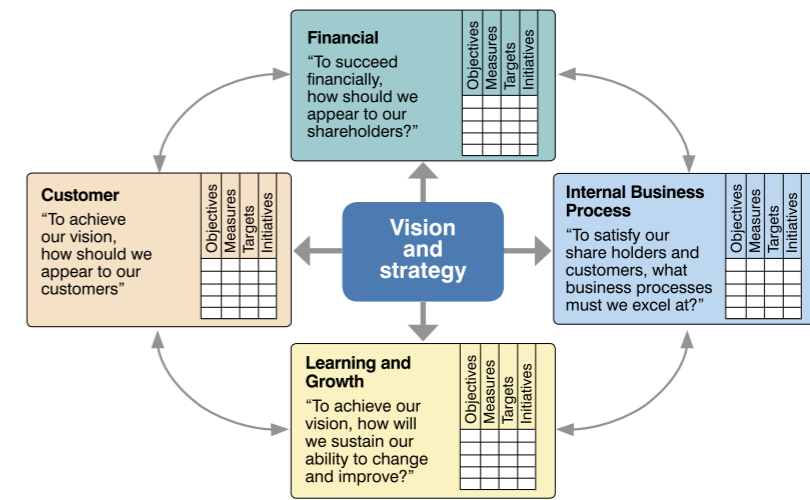## Automating the Balanced Scorecard Implementation

MyCOMPASS is an automation tool for performance measurement based on the Balanced Scorecard Framework to help organization implement the management system effectively. The system enables organization to present their vision, mission, strategy and objectives and translate them into measurable actions.

MyCOMPASS Balanced Scorecard Concept

Adapting from the Balanced Scorecard concept, MyCOMPASS allows the organization to focus and view the organization performance from the 4 or more common top-down perspectives.

Respective divisions in an organization can then develop metrics and set targeted performance level for each of the measurable objectives to accomplish the respective strategy. For the specific performance period, data collected are entered into the system by line workers for analysis against each of these perspectives.

MyCOMPASS Balanced Scorecard Model

Financial "To succeed financially, how should we appear to our shareholders?" — Objectives, Measures, Targets, Initiatives

Customer "To achieve our vision, how should we appear to our customers" — Objectives, Measures, Targets, Initiatives

Internal Business Process "To satisfy our share holders and customers, what business processes must we excel at?" — Objectives, Measures, Targets, Initiatives

Learning and Growth "To achieve our vision, how will we sustain our ability to change and improve?" — Objectives, Measures, Targets, Initiatives

Vision and strategy

Functions

Create Model

- Support multiple models for different level within the organization
- Vision, Mission, Strategy, Perspective, Objective, Measurement, Targets and Initiative are defined
- Strategy Mapping diagram
- Perspective order
- Perspective weightage
- Overall organization performance target

Verify Model

- Vision and Objective
- Strategy and Initiatives
- Perspectives and Measurement
- Data Periods and Measurements
- Strategy Mapping
- Print model

Capture Results

- Configurable updating responsibility
- Multiple models and measurement results updating
- Distributed or centralized updating
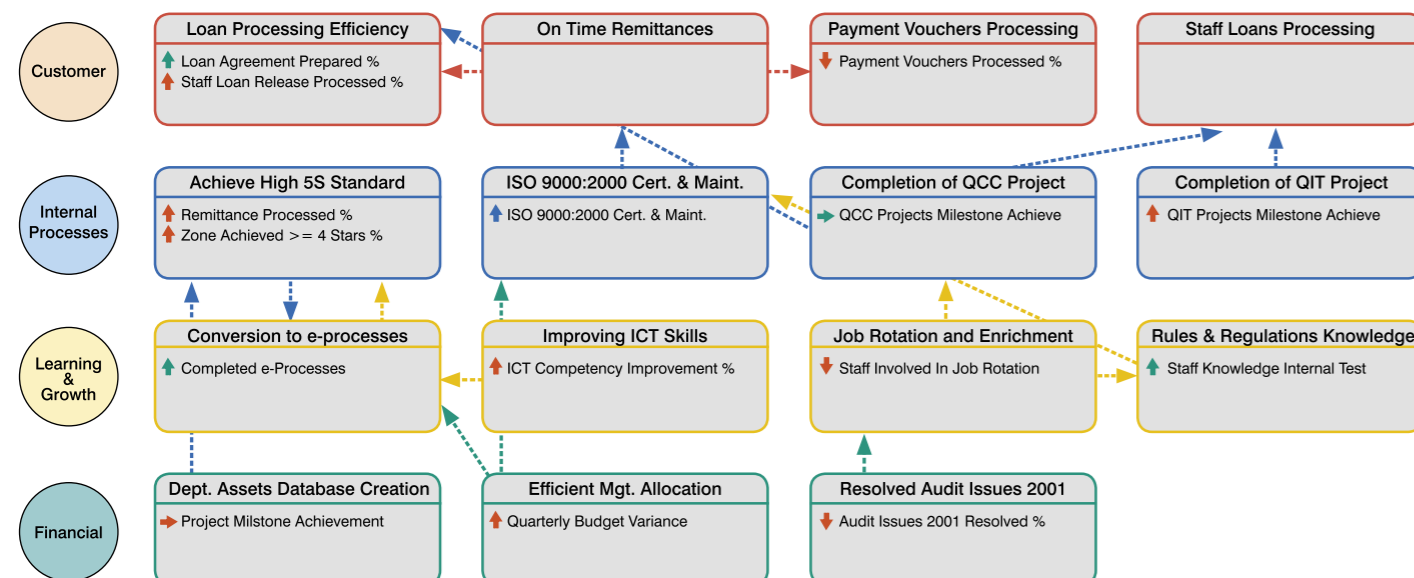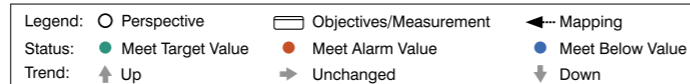- Retain history records
- External system interface

Administration

- Perspective configuration
- Access control configuration (View, Edit and Delete)
  - Model
  - Measurement results capturing
  - Scorecard
- Audit trail

Analyze Scorecard

- Monitor performance through a single screen
- View multiple scorecards
- Scorecard parameters:
  - Perspective
  - Measurement
  - Target Value
  - Alarm Value
  - Current Value
  - Status
  - Trend
  - Past Results
  - Graph

### MyCOMPASS Strategy Mapping on a Model Scorecard

Legend: ◯ Perspective | ▭ Objectives/Measurement | ◄··· Mapping
Status: ● Meet Target Value | ● Meet Alarm Value | ● Meet Below Value
Trend: ⬆ Up | ➡ Unchanged | ⬇ Down

Customer
- Loan Processing Efficiency — ⬆ Loan Agreement Prepared %, ⬆ Staff Loan Release Processed %
- On Time Remittances
- Payment Vouchers Processing — ⬇ Payment Vouchers Processed %
- Staff Loans Processing

Internal Processes
- Achieve High 5S Standard — ⬆ Remittance Processed %, ⬆ Zone Achieved >= 4 Stars %
- ISO 9000:2000 Cert. & Maint. — ⬆ ISO 9000:2000 Cert. & Maint.
- Completion of QCC Project — ⬆ QCC Projects Milestone Achieve
- Completion of QIT Project — ⬆ QIT Projects Milestone Achieve

Learning & Growth
- Conversion to e-processes — ⬆ Completed e-Processes
- Improving ICT Skills — ⬆ ICT Competency Improvement %
- Job Rotation and Enrichment — ⬇ Staff Involved In Job Rotation
- Rules & Regulations Knowledge — ⬆ Staff Knowledge Internal Test

Financial
- Dept. Assets Database Creation — ➡ Project Milstone Achievement
- Efficient Mgt. Allocation — ⬆ Quarterly Budget Variance
- Resolved Audit Issues 2001 — ⬇ Audit Issues 2001 Resolved %

MyCOMPASS Analysed Scorecard

Target Value	Alarm Value	Contribution Value	Status	Score	Contribution	Prespective
80.00%	70.00%	50.00%	●	85.54%	50.00%	Customer (Weightage: 30.00%, Score: 28.97%) Internal Processes (Weightage: 25.00%, Score: 19.11%) Learning & Growth (Weightage: 25.00%, Score: 21.98%) Financial (Weightage: 20.00%, Score: 15.46%)
80.00%	70.00%	50.00%	●	85.54%	50.00%	Customer (Weightage: 30.00%, Score: 30.00%) Internal Processes (Weightage: 25.00%, Score: 24.17%) Learning & Growth (Weightage: 25.00%, Score: 24.62%) Financial (Weightage: 20.00%, Score: 0.68%)

(score: 85.54% — 70.00 / 80.00)
(score: 79.68% — 65.00 / 80.00)

Features and Benefits

1. Relatively easy to use and operate

2. Allow multiple users to update the system simultaneously

3. Web enabled and easily deployed enterprise-wide; allowing employees from multiple locations to access from a consolidated database hosted centrally.

4. Enable effective communication of the organization's vision and strategies to all its staff

5. High security access rights and control for different level of the hierarchy according to pre-defined grouping and individuals responsibility
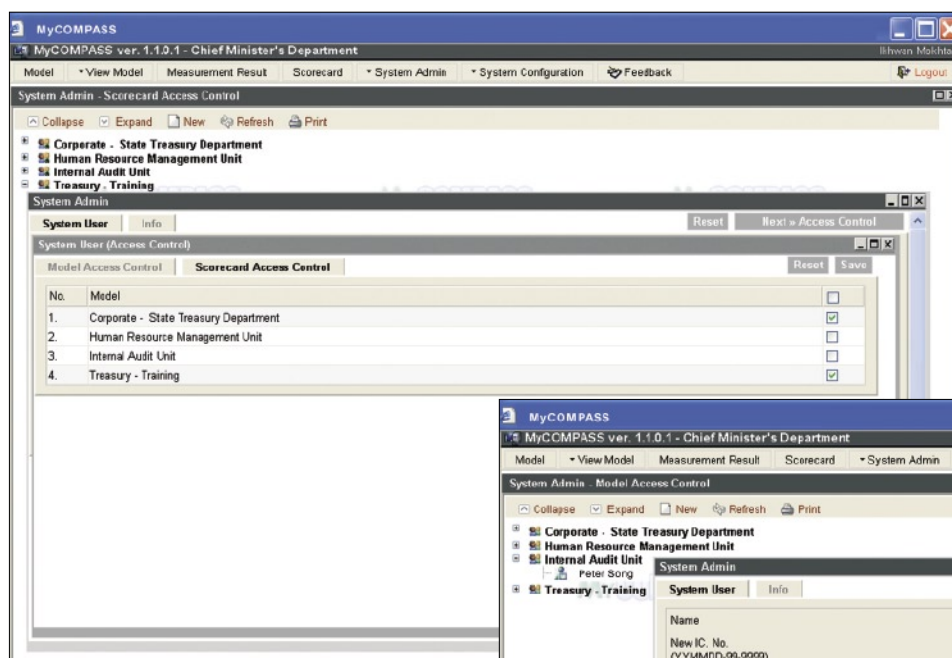
Scorecard Access Control screen showing high security access rights and control
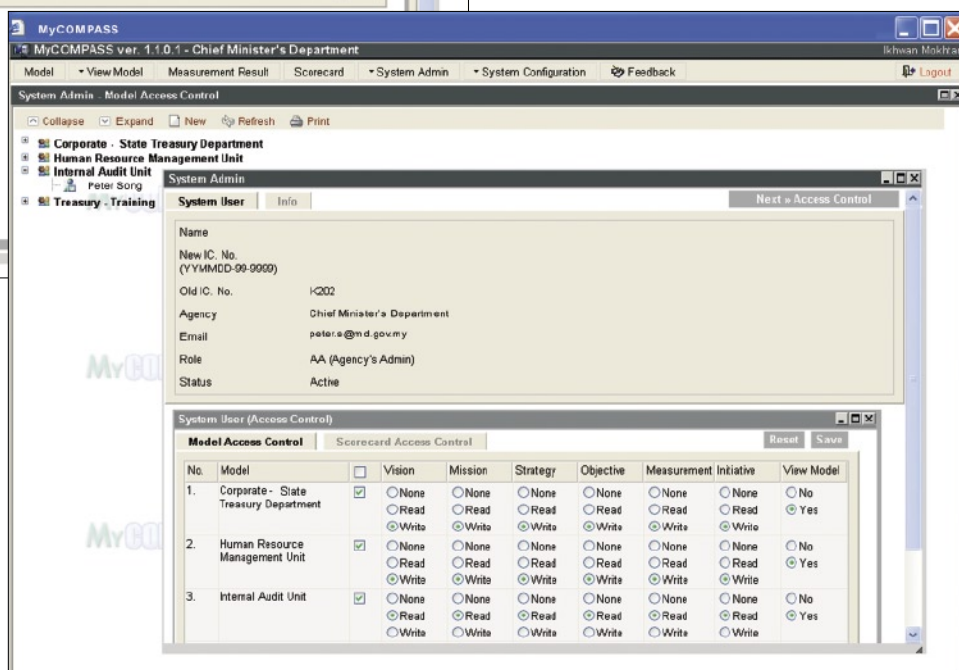
MyCOMPASS System Admin - Model Access Control page