



True North

Improving the financial results and operational performance of our clients by eliminating waste in all business processes and creating a culture to support sustainable results.

Quote of the Month

"Setting a goal is not the main thing. It is deciding how you will go about achieving it and staying with that plan"

--Tom Landry



Dear Client,

Healthy profits are critical to every organization. However, monitoring your bottom line is only one part of the equation to reaching financial success. It is essential that you identify the key components critical to your company's success and begin to measure them. These indicators are your "Key Performance Indicators" (KPI's) and they help an organization define and measure progress toward organizational goals using quantifiable measurements. When you begin to measure the critical success factors of your organization you will develop a system of continual process improvement.

Keys to Defining KPI's

- Must reflect the organizations goals and the key to it's success
- Must be able to accurately define and measure . . . must be quantifiable
- Define the KPI and stay with the same definition from year to year
- Set goals for each KPI
- It is important to keep the number of KPI's small to keep everyone's attention focused
- Limit them to those factors that are essential to the organization reaching it's goals
- Visually post the KPI's everywhere for employees to see



What do We Achieve With KPI's

- Use KPI's as a performance management tool
- Gives everyone in the organization a clear picture of what is important
- Clearly defines what an employee needs to make happen
- Ensures that everything employees do is focused on meeting or exceeding defined KPI's
- By showing targets and updating progress towards the goal, employees are motivated to reach the target

How We Can Help!

It is true that what gets measured gets fixed and what gets fixed must be



People-Process-Technology

At Exceeda Consulting, Inc., we believe people raise the bar by continually improving processes, technology supports it so that people can raise it again. We are professional and experienced business consultants specializing in business process improvement using lean, six-sigma and theory of constraints methodologies. We invite you to discover how Exceeda Consulting can

sustained. In order to ensure lasting, sustainable change, we can implement a full complement of KPI's that tie directly back to your company's strategic goals.

We can assist you in identifying the right KPI's for your company and industry. With our extensive knowledge across various companies, we know the metrics that will work for your company and can help you successfully implement them. Start measuring today and begin seeing the dramatic results!

Upcoming Events

April 7, 2009

"Managing in Tough Economic Times"

Society of Plastics Engineers
Attleboro, MA
5:00 pm

April 24, 2009

"The Power of Measurement in Developing a Winning Culture"

GEM Institute for Performance Excellence
GEM Plumbing and Heating
Lincoln, RI
8:00 - 4:00

[Gem Institute for Performance Excellence](#)

April 29, 2009

"Straight Talk - Managing Through Tough Economic Times"

Greater Providence Chamber of Commerce
Providence, RI
8:00 am - 9:00 am

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help you realize your
company's greatest potential.

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lean assessment!



Please contact us to see how we can help your organization!

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