

Performance Management Dashboards: Marks & Spencer



Change this

Business Improvement Partner

Commission Overview

Our client, Marks and Spencer, is one of the largest retail organisations in the UK, which every year oversees hundreds of construction projects, ranging from small modernisation programmes to multi-million pound new store developments.

We were engaged to develop a suite of data visualisation tools to yield better intelligence from their data and help inform business decisions. We dealt primarily with data relating to Construction Delivery Performance and Risk & Issue Management.

The challenges we faced were as follows:-

- High volumes of data, generated from disparate systems and sources, with no unifying reporting output.
- Inconsistencies between data sources meant that outputs could not always be compared in context.
- Lack of a reporting tool that could analyse the data and identify similarities, outliers and variance over time within the data.

Process, Outcomes & Benefits

We first undertook a Data Quality review, which highlighted where inconsistencies and gaps appeared in the data. We identified a number of ways to improve this. In some cases, this meant developing new or revised data capture templates to ensure consistency of input data. In others, we developed compilers to automatically collate raw data from disparate sources and organise it into a report-ready output format.

We supported our client in implementing new Data Governance processes to manage the flow of data, ensuring that the data received was both complete and reliable.

Ultimately, this data cleansing exercise facilitated the production of meaningful, contextualised visualisations. We have developed interactive dashboard reports which allow users to explore the data on many levels; from a high-level overview, down to individual supplier performance metrics on individual projects.

Our visualisations have given the client much greater visibility of emerging issues, enabling strategic targeting of support and positive intervention.

How We Helped

- ✓ Data Quality (Structure & Integrity)
- ✓ Data Visualisation and Reporting
- ✓ Business Intelligence

“...Your comprehensive and engaging dashboards have helped position this important work in just the right place in our team's minds.”

R. Pearce

Understand

Gain insight
Make informed decisions

Improve

Enhance processes
Gain competitive advantage

Benefit

Realise efficiencies
Optimise your performance

Delivering the **experience**

