

# Measuring and Managing Performance in Supply Chain and Logistics Operations



**Paula Ferguson**

Lecturer, Georgia Tech

Supply Chain and Logistics Institute

Supply Chain Management Series

## Measuring and Managing Performance in Supply Chain and Logistics Operations

November 4-6, 2015 | Atlanta, GA

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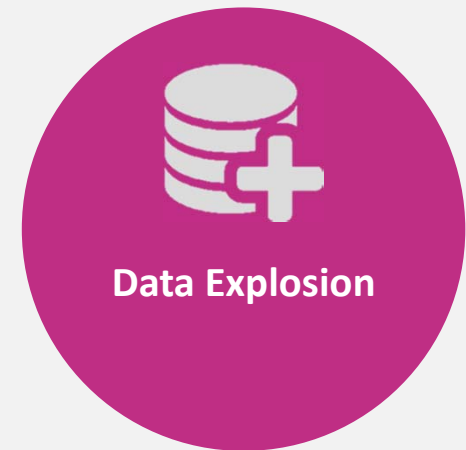


# MEASURING AND MANAGING PERFORMANCE

Paula Ferguson

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# THE RELEVANCE OF PERFORMANCE MANAGEMENT



# MANAGING AND MEASURING PERFORMANCE

## PERFORMANCE METRICS

Types

Principles

Quality

## DASHBOARDS

Alignment

Dimensions

Technology

## STRATEGIC USE

Perf. Improvement

Project justification

Benchmarking

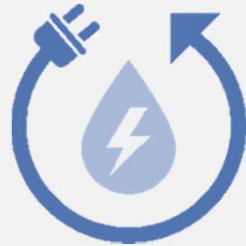
# PERFORMANCE METRICS



# TYPE OF PERFORMANCE METRICS



FINANCIAL



PRODUCTIVITY



VELOCITY



QUALITY

# PRINCIPLES OF PERFORMANCE METRICS DESIGN



o.1 Balance > between the four types

o.2 Alignment > with goals of the business

o.3 Control > over the metrics

o.4 Lateral Coherence > amongst metrics

o.5 Aggregability > upward



# CHARACTERISTICS OF PERFORMANCE METRICS

- S**pecific
- M**easurable
- A**ttainable
- R**ealistic
- T**imely





# DASHBOARDS



# PERFORMANCE DASHBOARDS ALIGNMENT



GROWTH



PROFITABILITY



LIQUIDITY



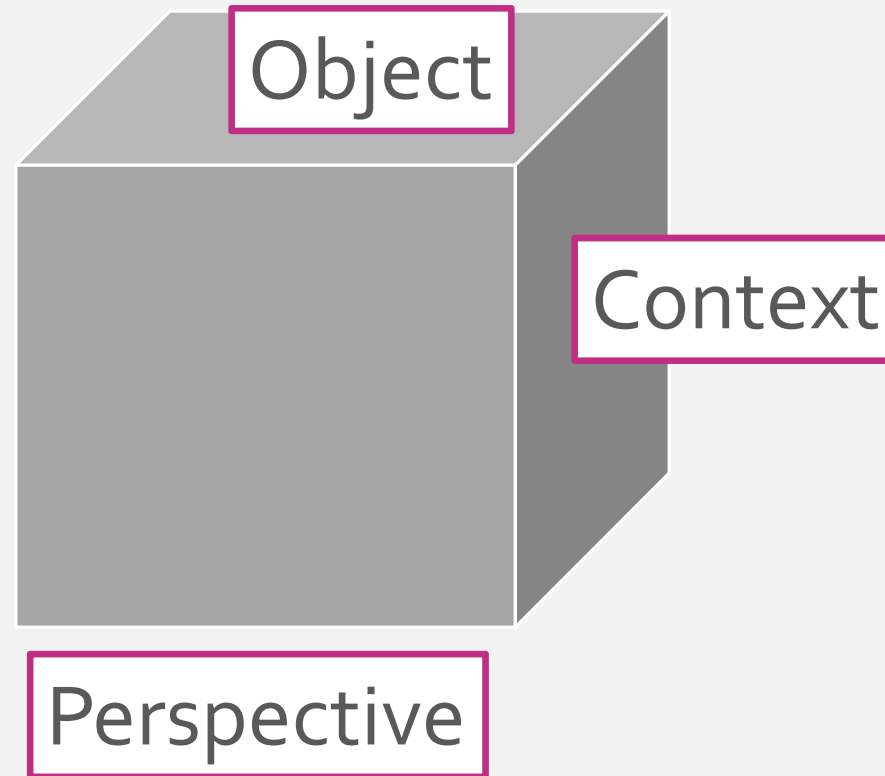
EFFICIENCY



VALUE CREATION



# TRIDIMENSIONAL PERFORMANCE DASHBOARDS



# STRATEGIC PERFORMANCE MANAGEMENT



# PERFORMANCE IMPROVEMENT



WHAT CAN'T BE  
MEASURED CAN'T BE  
IMPROVED



# PROJECT JUSTIFICATION



- Internal Rate of Return
  - Project Payback
  - Net Present Value
- Economic Value Added
  - Return on Capital

# BENCHMARKING



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## QUESTIONS?

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