



The Captains Wheel

**“Businesses improve only when
behaviours change”**

***What can the Captains Wheel
do for my Business?***

“Businesses improve only when behaviours change”



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The Benefits

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Performetrix create and implement web-based Balanced Scorecard performance improvement solutions to help you:



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1. A Customer-centric Platform

- *The system will communicate to the required level and format directly with the customer*
- *The customer may directly interrogate CONTROLLED parts of the system to allow direct involvement with the service delivery*
- *The Captains Wheel facilitates future - focused discussion and development with the customer to help reduce the risk of losing valuable business*
- *The tool provides a platform for an ongoing performance dialogue with the customer*
- *The tool is a strategic weapon as part of a tendering process for new business.*
- *The Captains Wheel provides you customer with a degree of security about your ability to protect their brand.*
- *An ideal tool for new contract set-up – “Set-up in a Box”*

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2. Drives Individual ownership & Responsibility

- Each Manager has his own view of what he is responsible for and how he is doing against agreed performance contract and his peers.

The screenshot shows the Performetrix dashboard interface. At the top, there are navigation buttons: Entry, Manager, Reports, Email, Setup, Director, Overview, League, Analysis, and Logout. Below these, there are filters for Manager (set to '[[Given Data Table]]'), Drilldown, Period (2011-2012), and Period 1. The main table displays performance data for 13 sites, including Amigos Cardiff, Amigos Bath, Tempco Darleston, Tempco Sunbury, Alcohols Preston Brook, Panasonic Northampton, Fastnet Rugby, Fastnet Exeter, BuyMore (Daventry), and Amigos Carlisle. Each row includes a checkbox, site name, KPI (RIDDORs per 100K hrs), Health status (color bar), Trend (line graph), SIF (Show button), Score (e.g., 100.00), Data, Peak, Min, Avg, Tot, and League performance (e.g., 1▲ 24 (Retail), 1▲ 112 (All Win)).

#	Site	KPI	Health	Trend	SIF	Score	Data	Peak	Min	Avg	Tot	League
<input type="checkbox"/>	Amigos Cardiff	RIDDORs per 100K hrs	■ ■ ■		Show	100.00	0.0	0.0	1.2	0.7	8.127	1▲ 24 (Retail) 1▲ 112 (All Win)
<input type="checkbox"/>	Amigos Bath	RIDDORs per 100K hrs	■ ■ ■		Show	100.00	0.0	0.0	10.3	5.0	60.554	1▲ 52 (Retail) 1▲ 155 (All Win)
<input type="checkbox"/>	Tempco Darleston	RIDDORs per 100K hrs	■ ■ ■		Show	100.00	0.0	0.0	2.2	0.9	10.249	1▲ 14 (Retail) 1▲ 96 (All Win)
<input type="checkbox"/>	Tempco Sunbury	RIDDORs per 100K hrs	■ ■ ■		Show	81.82	0.7	0.7	2.4	1.7	20.078	36▼ 33 (Retail) 99▲ 126 (All Win)
<input type="checkbox"/>	Alcohols Preston Brook	RIDDORs per 100K hrs	■ ■ ■		Show	1.00	160.3	0.0	160.3	21.4	256.410	63▲ 76 (Manufac) 122▲ 157 (All Win)
<input type="checkbox"/>	Panasonic Northampton	RIDDORs per 100K hrs	■ ■ ■		Show	100.00	0.0	0.0	0.7	0.1	0.704	1▲ 59 (Manufac) 1▲ 100 (All Win)
<input type="checkbox"/>	Fastnet Rugby	RIDDORs per 100K hrs	■ ■ ■		Show	100.00	0.0	0.0	1.5	1.0	11.462	1▲ 31 (Retail) 1▲ 123 (All Win)
<input type="checkbox"/>	Fastnet Exeter	RIDDORs per 100K hrs	■ ■ ■		Show	100.00	0.0	0.0	1.6	1.0	12.261	1▲ 20 (Retail) 1▲ 106 (All Win)
<input type="checkbox"/>	BuyMore (Daventry)	RIDDORs per 100K hrs	■ ■ ■		Show	100.00	0.0	0.0	0.0	0.0	0.000	1▲ 1 (Retail) 1▲ 1 (All Win)
<input type="checkbox"/>	Amigos Carlisle	RIDDORs per 100K hrs	■ ■ ■		Show	100.00	0.0	0.0	1.7	0.6	7.769	1▲ 19 (Retail) 1▲ 105 (All Win)

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3. Individual Manager Performance is Key

- ***Accurate recording of performance on each KPI***
- ***Easy identification of problem areas (REDS)***
- ***Forced entry of explanation and solutions for failing areas***
- ***Repeated (3+?) common failures forces the production of a SIC Note© (Solution Improvement Contract) which ties the manager into a contracted fixed term improvement plan with his manager which is driven and monitored by the system.***

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4. Global Information Availability with Security

"I've got bucket loads of data but absolutely no information upon which to base quality decisions"

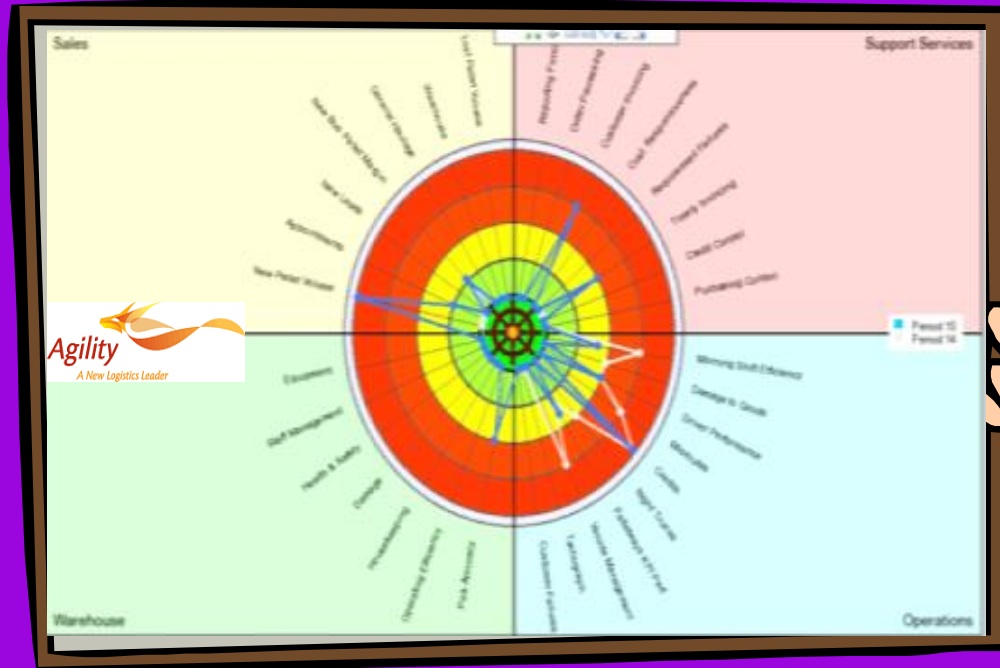
- *The information always travels with you – all you need is web access.*
- *24/7 availability of the information which you believe is most vital*
- *Core business reports for benchmarking & best practice isolation*
- *Manager-created reports to meet individual and specific needs*
- *Automatic emailing of highly customisable selected reports*
- *Ability to interrogate the system via smart phone*

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5a. Meetings Management

- *The system provides the ideal platform for FOCUSED & SHORTER meetings*

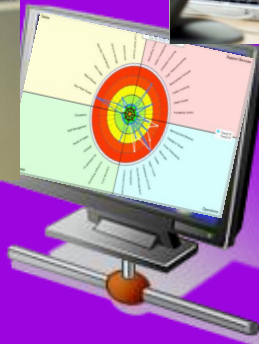


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5b. Remote Meetings Management

- Provides the ideal disciplined platform for meaningful Remote Meetings***



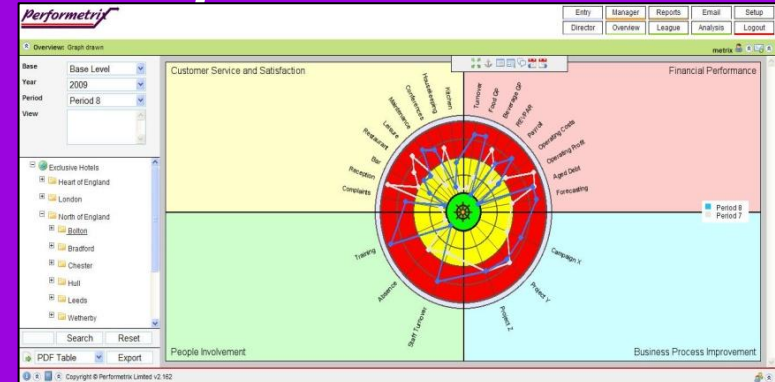
Saving Time & Travel Costs

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6. Rapid and Immensely Flexible Report Creation

- For:
 - Managers
 - Customers
 - Employees, &
 - Suppliers
1. Dramatically saves the amount of time needed for intricate report preparation
 2. Pre-programmed automatic emailing means no time spent and no report missed
 3. Reports can be in html, pdf or xls format
 4. Reports can be received on smart phones



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7. A Structured but Totally Flexible & Secure Application

- ***All code written in-house means we write what you need not tell you what we've got***
- ***The product grows with your aspirations - no structural ceilings***
- ***The product already operates effectively across different platforms – business sectors / countries etc / intra-business complexities***
- ***Rapid implementation – e.g. Wavin 4 weeks***
- ***A Reliable tried & tested product for over 4 years with major customers***
- ***Penetration tested by major customers***



8. Competitive Pricing

- *All code written in-house*
- *No reliance on expensive third-party software*
- *Margins sustainable but realistic*
- *Work in profit partnerships with clients –*
- *One-off costs always agreed up-front*
- *Licenses by location NOT by user*
- *The cost would normally be less than or equal to current administrative time – all the other benefits are a cost free bonus*
- *No surprises!*

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The Captains Wheel – Some Key Features

- ***Fully hosted solution – minimal in-house IT resource needed***
- ***24/7 secure worldwide access***
- ***Highly customisable to meet your exact business needs.***
- ***Flexible data entry:***
 - ***Manual entry***
 - ***Direct feed from other systems***
 - ***A combination of the above***
- ***The Captains Wheel can import data from several existing systems to create one overall “master” system to eradicate the problems of cross-system management.***
- ***Completely adaptable to larger or smaller organisations - maps the way you work***
- ***Automatic emailing of customisable reports to selected respondents***
- ***Drives individual ownership and responsibility***

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