

Confident Decisions

BREAKING THROUGH UNCERTAINTY WITH DASHBOARDS

Brenda assembled her team of forecasters, planners, engineers, data analysts, production managers and suppliers to make half a billion dollars of annual inventory purchases. All had years of experience and notebooks full of data, yet the team struggled to reach meaningful conclusions. After months of meetings, Brenda had little confidence in the decisions that were made.

Sound familiar? If so, you're not alone. The decisive manager who portrays confidence is increasingly rare. How do successful leaders make confident decisions that inspire better results? They are supported by metrics that display their business environment with clarity, context and speed.

Confident decisions are enabled by clarity, context, and speed.

Clarity is the result of accurate information provided in meaningful ways. The purpose of this clarity is to enable speed and accuracy. Ambiguity must be specifically rooted-out and ruthlessly eliminated.

Context is the understanding of patterns, especially repeatable, predictable patterns. Visualizing and analyzing these pattern trends helps leaders intelligently predict decision outcomes.

Speed enables action. Speed multiplies clarity and context. Fast, regular decisions are easier to manage than deliberative, infrequent decisions and they promote faster cultural change.

Driving Decisions

Driving a car is a great analogy to making confident business decisions. Drivers must assess changing conditions and quickly make critical decisions for themselves and others. The millions of uneventful daily trips testify to the success of the metrics provided by the common automotive dashboard.

The most used critical indicators, such as the speedometer, are the most prominent. Gauges give continuous relative readouts where context and trending is important. How often have we decided to fill up because we are getting empty or slowed down because we are going too fast? We unconsciously blend the real-time information from these gauges with the context of the past, present and future to confidently navigate to our destination.

Other indicators inform the driver on a "need to know" basis only when something requires attention. Color helps communicate urgency. For instance, battery voltage and oil pressure vary constantly, but the driver only needs to know it will affect the ability of the vehicle to make the trip. By reducing less critical information to its essential decision value, drivers can focus on important things such as navigation.

Automotive dashboards are simple, uncluttered and unconsciously familiar. If your dashboard looks more like the space shuttle (or if you don't have a business dashboard), you should get some expert help to focus your metrics on decision confidence. Then, you'll start seeing better results.

Turn this page over to see how Joe helped a client achieve confident decisions...



Better Decisions.

Better Results.



Joe Pearson

Washington D.C.

612-812-1293

contact@joepearson.com



SITUATION: Global Supply chain planning for depot operations

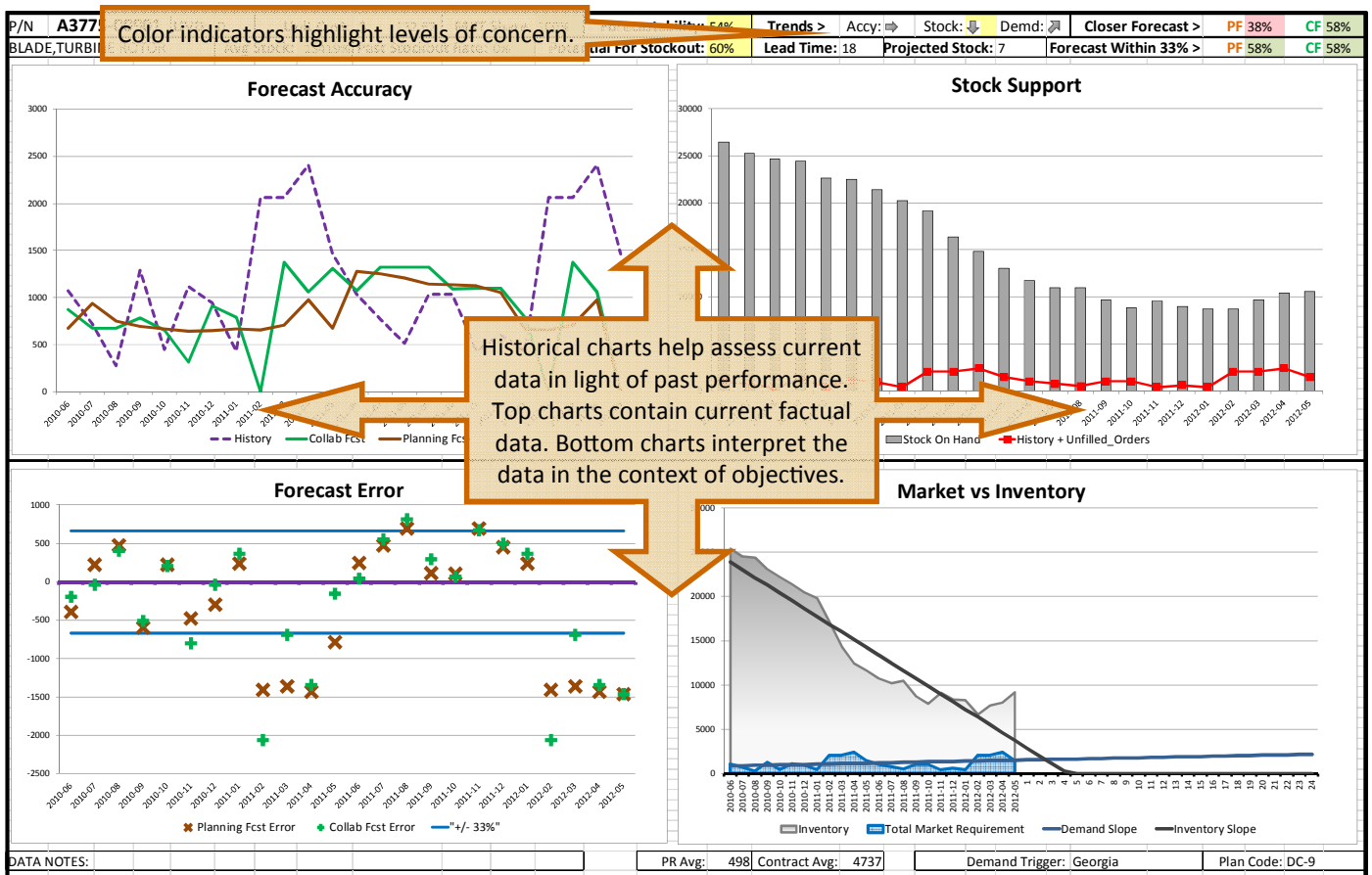
In a recent engagement, Joe Pearson worked for a global aircraft repair operation. The client struggled to accurately forecast parts to various vendors for multiple high-performance aircraft models. Additionally, repair operations were performed at three major depots spread across the continental United States. Like Brenda in the description on the previous page, teams of experts regularly combed over data from multiple data sources without providing the clarity and context needed to confidently forecast parts. The lack of confidence initiated additional research and caused delays that often led to "last-minute, hope-for-the-best" forecasts. As a result, parts shortages, budget overruns and production delays often caused mission-critical issues.

Engagement

Joe Pearson's initial investigations revealed that data reporting was not focused on the decisions that needed to be made. Multiple charts and presentations with deep dive analysis only confused leadership instead of providing clarity. The wrong type of charts with limited time frames did not show enough information to understand trends or provide context. Without clarity or context, decision confidence waned. Joe advised leadership to consolidate their data into a single decision-support dashboard and helped them define its design parameters.

Joe attacked the issue of clarity by greatly reducing the amount of data presented, relegating much of the data "indicator" status where nothing was reported unless there was a problem. Context was then provided by analyzing the history of supporting data to overlay trend and predictive information. Different perspectives of data allowed decision-makers to model decisions before committing to orders.

The Result: A clear, concise metrics dashboard that supports decision confidence



A well-designed business dashboard is deceptively simple but incredibly effective. It is the product of collaborative facilitation by advisors who have a deep understanding of decision support metrics and broad business experience. If you are tired of fancy graphics, confusing analysis, constant delays and paralyzing doubt, give Joe Pearson a call... **Better decisions. Better results.**