

CUSTOMER CASE:



With the help of QPR ScoreCard and QPR ProcessGuide H. Familie translated its two year strategic plan into a balanced scorecard. Further, the Group modeled a complete process architecture to fulfill the Governments' needs to translate strategy into key performance measures. It also built a project monitoring scorecard including action management to incorporate a complete PDCA cycle.

H. Familie from Kortrijk is a group of five mental health and nursing home institutions in the southwest region of Belgium

H. Familie translated its vision with QPR ScoreCard and QPR ProcessGuide into a strong performance based quality management model



"QPR ScoreCard gave a strong visual representation of our strategic plan. Together with efficient communication, evaluation and improvement of the objectives it really speeded up our strategy implementation."

*Patrick Cokelaere
Managing Director
H. Familie group*

H. Familie Group, had a clear vision and strategy but lacked the tools to communicate the strategic plan to the rest of the Group.

More than two years ago QPR's Belgian Partner Ackinas was contacted by the H. Familie group in Kortrijk, Belgium to discuss the use of the QPR ScoreCard and QPR ProcessGuide solutions for management and control purposes.

Ackinas assisted H. Familie with the establishment of a model comprising indicators (strategic, process and project), processes and improvement projects. In addition, Ackinas coached H. Familie to refine and improve the model and to integrate the necessary documents, forms, websites and other interesting documentation material.

During a period of six to nine months Ackinas coached a number of H. Familie key personnel to build this model and roll it out in the five institutions.

With QPR ScoreCard and QPR

ProcessGuide H. Familie translated its strategic plan 2007–2008 into a balanced scorecard. It also modeled a complete process architecture to fulfill the Flemish Governments' needs for mental health institutions to translate their strategy into key performance measures, align it with the day-to-day operations and to communicate day-to-day operations to employees including performance measures (self evaluation criteria, patient's and employee satisfaction, etc.).

In addition, H. Familie built a project monitoring scorecard including action management to incorporate a complete PDCA cycle (Plan Do Check Act)

QPR Selected thanks to state of the art solution with integrated measurements, processes and portal

The H. Familie Group had a clear vision and strategy but lacked the tools to communicate the strategic plan to the rest of the Group. The alignment of

strategy and processes would also facilitate quality management and continuous improvements.

H. Familie learned very quickly that the QPR tools could deliver a model integrating the group's demands in strategy execution and quality management: H. Familie needed the tools to better measure and manage the strategy execution with greater flexibility than with their obsolete spreadsheet model.

QPR was selected after an evaluation of several packages. QPR offered a state of the art solution with an integration of measurements and processes in combination with a very user-friendly portal. This portal enabled the end-user to evaluate and communicate measures and initiate and monitor improvement actions on one single platform.

Full support to EFQM PDCA

H. Familie required an instant consolidation of the Balanced Scorecards of the five institutions in the Group and integration with the key processes, management processes and supporting processes of the group. They requested also an electronic quality handbook integrated with measurements and processes.

Since quality was a cornerstone of the requirements an integration of their EFQM exercise and consequent PDCA cycle was accepted with great enthusiasm.

Speeded-up strategy implementation with QPR ScoreCard

QPR ScoreCard gave a strong visual representation of the H. Familie Group strategic plan. Together with efficient processes of communication, evaluation and improvement of objectives it substantially speeded up strategy implementation.

Effective evaluation meetings together with the QPR ScoreCard's features of automatic reporting and aligning the improvement projects clearly with strategy contributed further to the success.

Solid process architecture with QPR ProcessGuide

The benefits of QPR ProcessGuide materialized in better and more transparent processes.

QPR ProcessGuide established a solid process architecture for H. Familie. During the discussions, QPR ProcessGuide allowed H. Familie to model the processes fast. Communication to employees was effective and included continuous improvement actions. QPR ProcessGuide helped also knowledge management, e.g. when introducing new employees.

Next in-line quality management and improved project monitoring

In the near future H. Familie will further deploy the QPR solutions with a focus on quality management and improved project monitoring.

"QPR is our GPS for strategy deployment and management targets."