

CUSTOMER CASE:



TNK-Nyagan is the only Russian oil-producing company that holds four international certificates: for occupational health and safety management systems (OHSAS 18001), for quality management systems (ISO 9001 and ISO/TU 29001:2003), and for environmental management systems (ISO 14001).

TNK-BP is a leading Russian oil company and is among the top ten privately-owned oil companies in the world in terms of crude oil production. TNK-BP operates a retail network of approximately 1,600 filling stations Russia and Ukraine working under the BP and TNK brands. The company is one of the key suppliers to the Moscow retail market and is a market leader in Ukraine. TNK-BP employs approximately 66,000 people, mostly located in eight major areas of Russia and Ukraine.

TNK-Nyagan was founded in 1982, when the oil-producing company Krasnoleninskneftegaz was established and in 1999 it was incorporated into TNK, forerunner of TNK-BP, as TNK-Nyagan. At the present time TNK-Nyagan employs more than 1,500 people.

TNK-Nyagan Chose QPR ScoreCard as Their Information and Performance Management Tool



“After having tested different products, we chose QPR ScoreCard because it is easy to use and very fast to implement. In 10 days we had the scorecard model up and running.”

Gashunin Sergey, Head of Quality Management Department

TNK-BP’s business policies focus on five areas: Ethical conduct, Employees, External relationships, Health, safety, security and environmental performance, and Control and finance.

These Policy Commitments are the foundation on which TNK-BP will build and conduct its business. Everyone who works for TNK-BP is expected to live up to these commitments.

The challenge: measuring performance

In order to increase efficiency and therefore performance, TNK-Nyagan’s

management decided to look for a system that would help them automate managerial tasks and improve the decision making process by increasing transparency and making relevant data available to its personnel.

The targets of the project were:

- To gather, consolidate and represent business processes and the goals and KPIs of employees.
- Modeling the reporting system based on consolidated KPI data.

The project was divided into two different areas: on the one hand, TNK-Nyagan wanted to build an Information Management System, that would help them with their reporting needs, and on the other, they were looking for a Performance Management Solution,

that would provide them with up-to-date information about the company's performance.

QPR as an easy-to-use tool

TNK-Nyagan decided to start by testing different products and soon it became obvious that QPR ScoreCard was the one that suited the company better as a product that is easy to use, easy to model, and fast to implement. QPR ScoreCard has a very intuitive user interface and because it is completely web-enabled, it can be implemented and rolled out as an enterprise-wide system in a matter of days.

Thanks to the flexibility of QPR's products, all the requirements set by the reporting and performance management system were met by QPR ScoreCard. It would also allow them to have up-to-date information at a glance about the performance of all its affiliate companies once it is implemented and rolled out to all of them.



Smooth implementation

The department of Strategic Development at TNK-Nyagan was in charge of the development and implementation of the project. In order to be able to establish clear priorities, the top management at the head office in Moscow got involved as well, ensuring a smooth implementation.



Before creating the final model, TNK-Nyagan defined the performance indicators to be used and a prototype of the model was created. After it was approved, the final model was created according to the requirements set to be met by the Information Management System.

TNK-Nyagan's personnel was then trained, and nowadays the system is constantly modified and maintained by TNK-Nyagan's own personnel with the technical and methodological support from Trodos Consulting Ltd., partner of QPR in Russia.

The whole project was implemented within 10 days with the help of two consultants from Trodos Consulting.

Increased transparency with QPR ScoreCard

Thanks to QPR ScoreCard, TNK-Nyagan's management has all up-to-date information available when needed through QPR Portal, the web browser that allows all employees to see the models built using QPR ScoreCard. The top management can now focus on the key areas, making a much more efficient use of their time. They are now able to react faster to problems and make better informed decisions.

By increasing transparency, everyone's performance level has improved and all employees are now aware of the relevant information needed for their jobs. Furthermore, their personnel's commitment has increased, since they can now see the impact of their actions in the company's results.

"The top management can now focus on the areas that need it most, making a much more efficient use of their time. They are now able to react faster to problems and make better informed decisions."

Future plans

In the future and due to the fact that TNK-Nyagan is very satisfied with the smooth implementation and the results of the project, they are planning to extend the implementation to all its affiliate companies throughout Russia.