



The quest for the one version of truth

QPR Metrics provides an interactive platform that integrates strategy and performance management for World Vision Southern Africa

About World Vision

World Vision is a global Christian relief, development and advocacy organization dedicated to working with children, families and communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity, or gender.

With 44 000 staff members worldwide, World Vision brings sponsors and donors alongside children and communities in nearly one hundred countries. By providing donations, grants and corporate gifts, World Vision works across issues from health to disaster response to integrate lasting solutions to the root causes of poverty and share God's hope for a brighter future.

The challenge of scattered data

To monitor and report on strategy execution and performance, World Vision Southern Africa has a regional framework based on Balanced Scorecard, called the Strategy Execution and Performance Improvement (SEPI) system. Reporting was initially performed by MS Office tool; however, these tools lacked the capability to link scorecards and retrieve data automatically from third-party systems. The objective of SEPI was to address the lack of a coordinated measurement and reporting system, which led World Vision to seek software support.

The system needed had to be able to cut across four different organizational levels (region, national office, department and programs) and connect them by common strategic objectives, indicators and initiatives.

To help in this challenge, World Vision chose QPR Metrics to power SEPI thanks to its ability to rapidly build scorecards without any programming. With QPR, visually attractive strategy maps and dashboards can be created for different users within minutes by reusing metrics from different scorecards.



Customer name

World Vision Southern Africa

Website

www.worldvision.co.za

Country

South Africa

Industry

Relief, development and advocacy
NGO

Challenge

Lack of coordinated measurement
and reporting of strategy

Solution

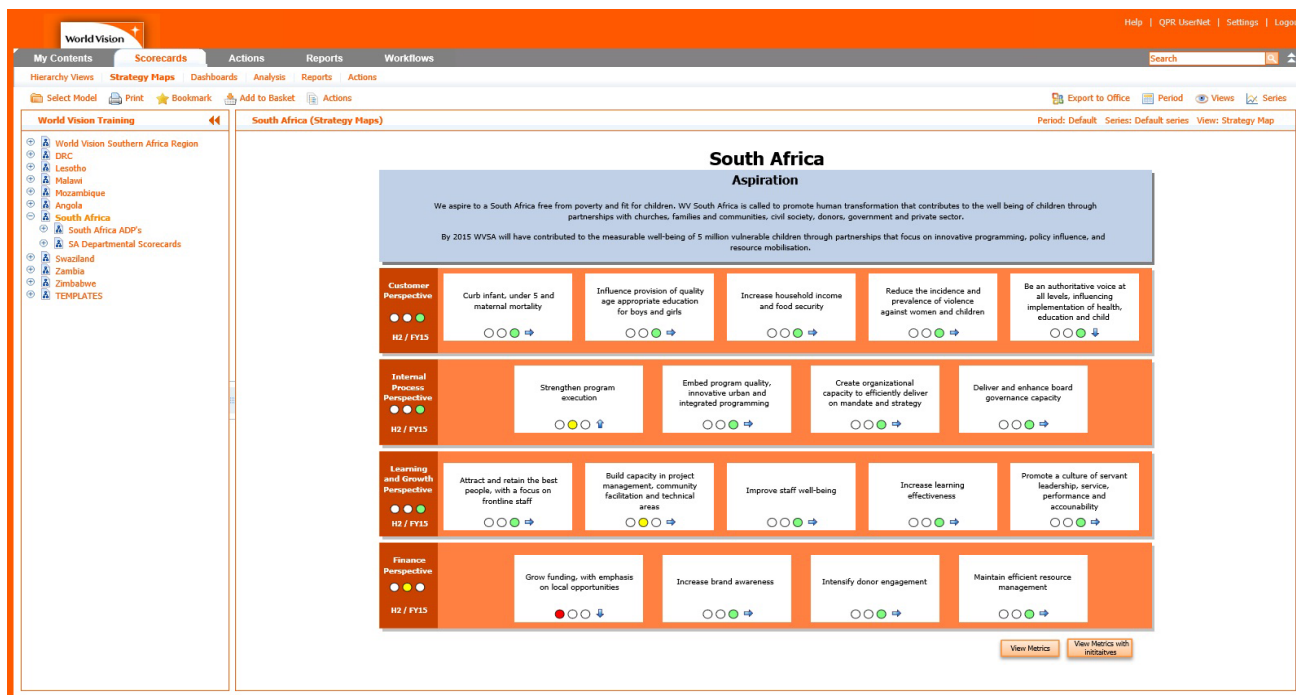
QPR Metrics powered strategy
execution and performance
improvement system

Methodology

Balanced Scorecard

QPR product used

QPR Metrics



Screen shot from the QPR web portal showing World Vision Southern Africa's strategy map with interactive performance indicators.

One version of truth

Scorecards are now updated regularly and used as the cornerstone for strategic and operational discussions. Regional and National Office leadership have led the cascading of strategy into department plans and employee performance agreements, enhancing alignment between performance and strategy.

Employees have been empowered to be custodians and ambassadors of their own strategic objectives. This has raised employees' appreciation of their own contribution to performance.



"QPR Metrics allows for easy management of initiatives and provides a single source of information - one version of truth. Regional leadership now has an immediate view on how National Offices are delivering on their mandate" - Cornelius

Chirairo, Regional Strategy Management Advisor, World Vision Southern Africa

The flexibility of the QPR web portal allows users to view and update information in many ways. The action plan feature enables managing initiatives across countries, facilitating discussions that lead to learning and performance improvement. QPR has also improved data management, when it comes to uploading, retrieval, analysis and reporting. Through ongoing support by QPR's Value-Added Reseller in South Africa, EBS, the tool was further customized for World Vision's needs, thus

creating higher value. This materialized in shorter word reports, optimized navigation in the tool and aligned nomenclature for the scorecards.

The way forward

The first step was to implement the Regional Scorecard that was linked to all the National Office Scorecards. The next step is to use QPR Metrics for strategy communication and engagement. The scorecards will also be cascaded down to measure the performance of the programs that are run in different countries. World Vision hopes to be able to use QPR for performance measurement for all the regions in Africa.

About Executive Business Solutions (EBS)

Executive Business Solutions, QPR's Value-Added Reseller in South Africa are using QPR Software as part of their business solutions that provides access to accurate, real-time information enabling an organization to successfully execute strategic business objectives whilst increasing levels of user knowledge, and enhancing overall productivity. With more than 50 QPR customers and 13 years of experience, EBS is well respected supplier of QPR.

www.ebs-solutions.co.za

About QPR Software

QPR Software Plc (Nasdaq Helsinki) provides solutions for strategy execution, performance and process management, process mining and enterprise architecture in over 50 countries. Users of QPR Software gain the insight they need for informed decisions that make a difference. With 25 years of experience, 2 000 customers and over a million licenses sold, QPR's products are highly regarded by industry analysts and customers alike.

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