

TIAMA - msc & sgcc:

BUSINESS METRICS THAT MATTER – THE TIAMA IQ TRACK



In the move towards 'perfect' performance, today's glassmakers need to take into consideration a series of business metrics that are continuously evolving. In this article, Tiama presents us with an aspect that is often not considered – the client's perspective – and how to deal with this situation with its new dynamic tool.

In the long journey towards optimum performance, business metrics in the glass industry have been continuously evolving. How effective can such metrics be, when management is about to take decisions that matter? Effective business metrics must reflect a more balanced view of performance. One such metric that is all too often forgotten is the client's perspective. Today's advances in web technology give business metrics added

relevance and usefulness: web based monitoring tools make metrics accessible in real-time mode, at any time of the day and anywhere over smartphones, tablets or laptops. However, for metrics to be effective, they must help create what we define as "decision ease and focus" for management. Unlike the older days where metrics reflected a snapshot or static view of major events, today's metrics show performance dynamically, more like a movie of what's

happening. Modern metrics are also about information, not data. They are compressed and 100 per cent visualized through simple and intuitive graphics, text playing a minor, add-on role. The dynamic attribute of metrics is very important i.e. "real-time" quality, as it facilitates timely decisions, and more importantly, the creation and implementation short-term strategies, which are, today, considered as prime drivers behind financial performance and value growth.

Quality inspection technology

COMPARING BUSINESS METRICS - PAST AND PRESENT

Metrics of the Past	Metrics for Today
It's about "who's at fault"	It's about continuous improvement and dialog
After the fact	Real-time tracking
Tables	Graphical
One perspective	Multiple perspectives, including those of clients
Not actionable	tie decisions and actions
Static, snapshots	Dynamic, movies

A NEW DYNAMIC TOOL

One dynamic tool for monitoring a glass company's performance is the platform by TIAMA, the industry leader for quality inspection technology. The Tiama IQ TRACK solution offers selective relevant metrics to each user, considering that various functions, levels and geographies within a glass group have varying degrees of interest in the same metric.

The essential characteristics of the Tiama IQ TRACK metrics can be listed as follows

1. Relevance - crucial to a glass plant's success;
2. Actionable - with a direct line of sight between action and results;
3. Comparative – a good perspective on performance;
4. Promoting a constructive approach by displaying the positives, (not only the negatives!);
5. Technically correct – the system reads data directly from machine supervisory systems;
6. Clear and intuitive - graphical reporting instead of numerical information organized in tables;
7. Cost effective when compared with leading suppliers of automation.

As organizations establish their key business metrics, often known as KPMs (Key Performance Metrics), they must make sure that those managers responsible for a given department or process com-

mit not just the metric itself, but also to the goal behind the metric defined.

OLD SAYING – NEW METHODS

As the old saying goes: "you can't improve what you can't measure and ... you should not manage what you cannot improve!" Glass companies can employ today's web technologies to improve their performance by improving their business metrics. The journey towards performance starts by applying an "endurance test" to the existing business metrics, and seeing how relevant these are towards strategic goals. With Tiama IQ Track, TIAMA offers a practical monitoring tool that is scalable to various geographies and functions. Their solution has been less about compiling data, and more about compressing it into meaningful information. ■

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