

Unisys needed a modern and dynamic management tool - they chose QPR ScoreCard

Based on the Balanced Scorecard Collaborative NetConference on March 22, 2001

Unisys Corporation is a global software company that employs almost 40,000 people in 100 countries. It provides information systems, services and e-business solutions for its customers in order to help them operate confidently in the Internet economy. The revenue of the corporation was \$6.9 billion in 2000.

Pacific Development Lab (PDL) is one of the company's three R&D laboratories in the US. It responds to customers' needs by improving and developing the rich portfolio of software tools that the company delivers.

As an objective to become a world class laboratory, PDL's management started to build a measurement system in the 90's that could help them in critical decision making. Later they became acquainted with the Balanced Scorecard concept and decided to implement a BSC project in their laboratory. They chose QPR ScoreCard because it fulfilled the company's strict requirements of a modern and dynamic management tool. PDL set value on QPR ScoreCard's interactive features that are contained within a web-based solution as well as the easy use of the software.

Instead of implementing a brand new scorecard, PDL created the first scorecard model by using their old measurement system as a cornerstone. PDL started working with QPR ScoreCard in June 2000, and already in January 2001 the entire personnel now have access to the working Scorecard via the Internet. In particular, the web features of QPR ScoreCard attracted the users' interest in the software.

In the future there are many aspects linked to the utilization of QPR ScoreCard. It won't just be a measurement system but it will be a part of quarterly made Quality System Review. Furthermore, the software will bind all departments of PDL together and help in finding the right targets and goals of single employees in terms of improving the whole laboratory's performance.

Ben Patterson, Business Excellence Manager at the Unisys Pacific Development Laboratory, states: "From the software, I wanted the ability to manage the measures, be able to add new measures, change measures, aggregate measures, very quickly and easily. And also be able to have a way of presenting it, via the web, to all the employees of the organization." QPR ScoreCard not only met these requirements but was also, in Patterson's opinion, "a very cost effective solution to what we were looking for."