

CUSTOMER CASE:



QPR ScoreCard is being used throughout the whole organization covering all levels from upper management to shipyards and construction sites

Sopol – Sociedade Geral de Construções e Obras Públicas, S.A. was founded in 1959. Since then it has contributed to build infrastructure essential to the country's development with quality and rigidity.

Sopol is active in the construction sector and public works. It has 245 collaborators and its sales reached 107 million Euros in 2004.

QPR Software Supports Organization's and Processes' Performance Management



Gabriela Madeira, Project Manager for QPR, and Patrícia Lourenço, Team Leader for the QPR Project at Sopol.

"On top of the traditional Balanced Scorecard dimensions, QPR ScoreCard allows us to have quality, environment and security related indicators. These indicators help us to control measures related to the Sustainable Development (GRI – Global Reporting Initiative)", says Gabriela Madeira, Quality, Environment and Security Director.

Performance management and Balanced Scorecard in Sopol

As a consequence of their change into a performance orientated organization, Sopol decided to embrace the Balanced Scorecard methodology, supported by QPR ScoreCard.

The strategic "thinking", the creation of a performance management map, the implementation of performance management models by its collaborators and the certification ISO 9001:2000, all helped make that decision.

"We chose QPR Software after evaluating different products, because it was the solution that best suited our needs," says Gabriela Madeira, Quality, Environment and Security Director.

Currently QPR ScoreCard is being used throughout the whole organization covering all levels from upper management to shipyards and construction sites; the model is being formed by a strategic map, a corporate scorecard and 64 operational scorecards.

Expected results

With ScoreCard, we are able "... to have a clear and comprehensive vision of the performance of the organization, to promote the team spirit and to focus on the key areas for Sopol.

Monitoring performance with QPR ScoreCard allows us to have automatic alerts and make corrective actions when needed," explains Grade Mendes, Executive Commission President.

With QPR ScoreCard, all employees can share the information and visualize all the indicators in real time.

Anybody can easily access the operational information and at the same time, visualize the aggregated upper level information." - says Patricia Lourenço, Quality, Environment and Security Assistant.

Integration with existing files and data bases

QPR ScoreCard is integrated with the Excel files and data bases used in Sopol.

According to Gabriela Madeira, "a lot of information needed for the Balanced Scorecard indicators was scattered through the organization.

We needed a solution that was able to automatically gather all that information, whether it was in the data bases or in the Excel files."

QPR ScoreCard implementation was supported by Methodus Consulting

An internal team was created with personnel from Finance, Human Resources, Quality, Environment and Security, and IT.

"Methodus Consulting, QPR Partner in Portugal, worked very well together with our team, supporting us in several projects and implementing QPR ScoreCard, showing commitment to the implementation's success" says Gabriela Madeira.

After training the key users, there was some work to be done revising and systematizing the Balanced Scorecard for it to be able to gather all information, standardize the scorecards and integrate them with the information sources.

Future plans: integration with QPR ProcessGuide

On top of the improvement of some of the indicators and of the current IT systems integration, Sopol wants to "implement process management through the integration of QPR ScoreCard and QPR ProcessGuide" concludes Gabriela Madeira.