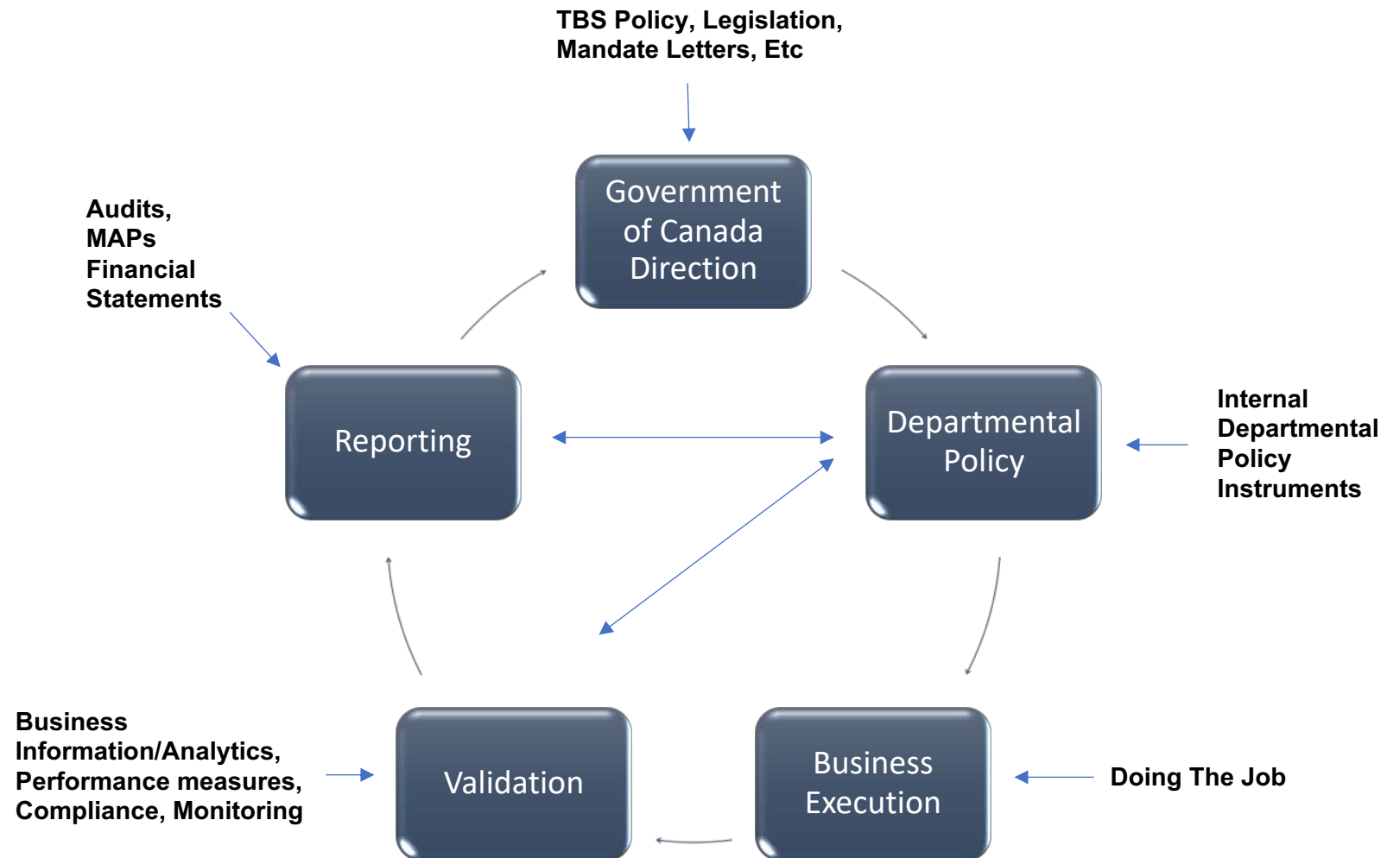


# Establishing a Performance Measurement Framework

CIPMM 2022



# DSC Reality



# Performance Measurement Strategy

*Proposed structure based on TBS Guide*



PROGRAM  
PROFILE

LOGIC  
MODEL

FRAMEWORK

EVALUATION  
STRATEGY

# Program Profile

1.1 Need for the program	Current DSC is based upon processes and management practices that pre-date the digital era. Given the current landscape there is a need to improve, as identified in SCOPA and OAG reports, and direction received by LO.
1.2 Alignment with Gov Priorities	Policy on Results, importance of concurrency of operations and meeting the objectives identified by SSE.
1.3 Target Population	Executive level decision makers within National Defence. (Interim Solution) Supply Chain practitioners and executive level decision makers of National Defence (End-State)
1.4 Stakeholders	SJS, Adm(Mat) ; Adm(Fin) ; Adm(IE) ; Adm(IM) ; Adm(HR-Civ) ; Adm(RS) ; Adm (DIA) ; Adm(S&T) ; VCDS ; CJOC ; RCN ; RCAF ; CA ; MPC ; CANSOFCOM
1.5 Governance	ADM(Mat) and DOS SJS will co-chair a re-purposed MA&S Oversight Committee that will enable effective strategic governance and performance of the DSC.

# Logic Model



## Inputs

Facilities

Personnel

Funding

Op Requirements



## Activities

Matériel Planning

Acquisition

Matériel Management

Matériel Custody

Repair & Maintenance



## Outputs

Fill Demands

Precision Planning

Inventory Accuracy

Fulfill Work Orders

Reduced Inventory



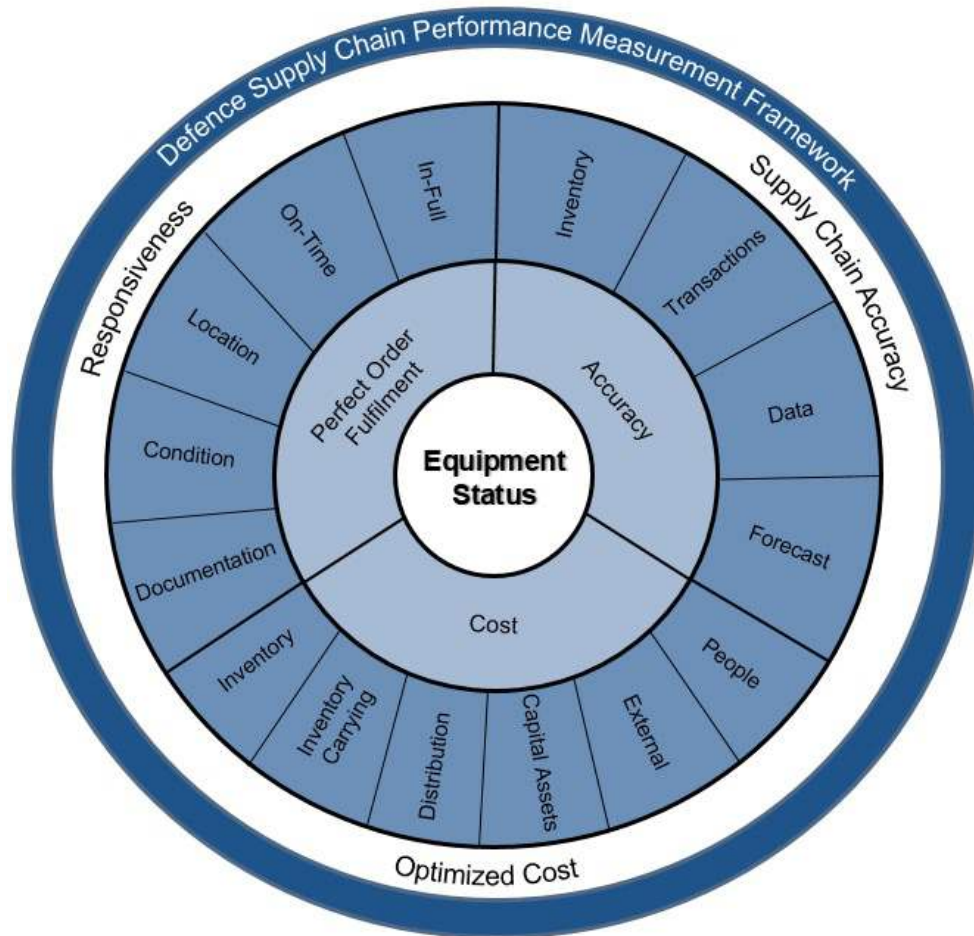
## Outcomes

**Matériel Readiness**

**Perfect Compliance**

**Optimized Cost**

# DSC Performance Measurement Framework



## High Level Details

- DSC Enterprise Framework
- L1 Enterprise Metrics
  - Perfect Order Fulfillment
  - Accuracy
  - Cost
  - Equipment Readiness

## Benefits:





# Evaluation Strategy



Performance Measurement Evaluation Strategy	
Relevance	
% Quantity Accuracy	It has been identified that the system of record cannot generate meaningful data to enable decision making. A new metric will be developed.
Metric 2	
Metric 3	
Performance	
# Outstanding Transactions	Current R&A are limiting stakeholders to complete transactions. Review current R&A structure to rectify the issue.
Metric 2	
Metric 3	

Validate the relevance of the current metrics

Monitoring trends over time, and identifying solutions (process, resources, etc)

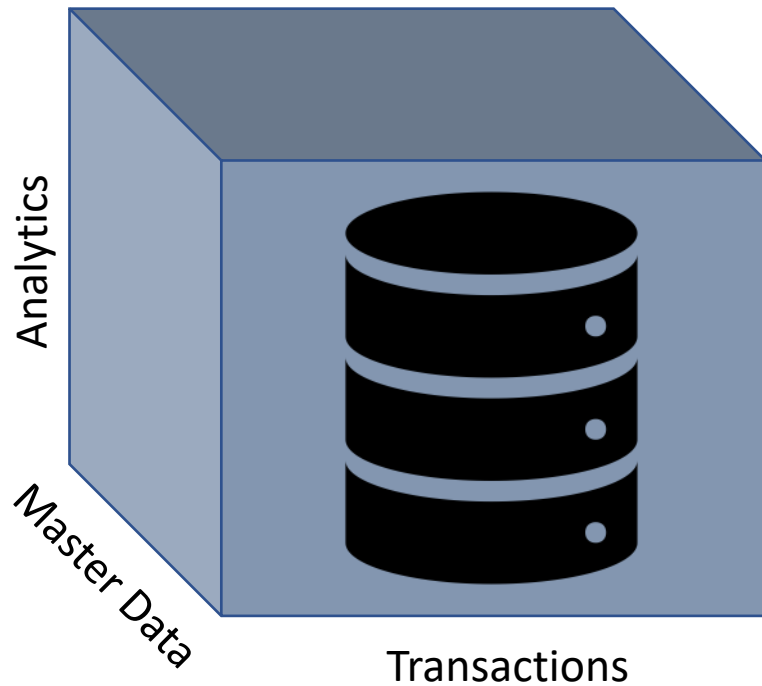


# Then what?

Should we build a capability that is more robust than a pivot table?



# There are multiple dimensions to Data

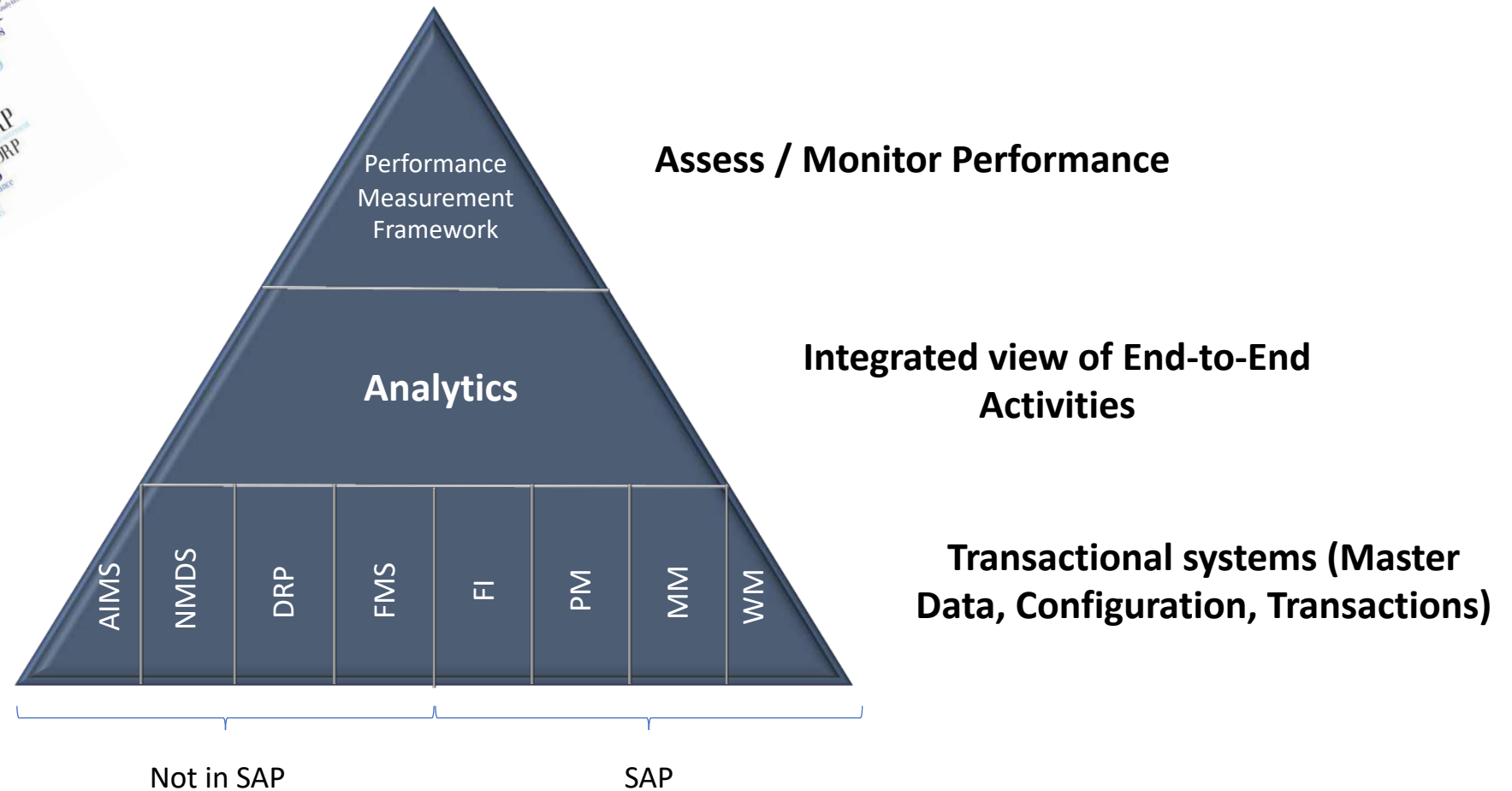


Master Data	Transactions	Analytics
Master Records	T-Codes (process)	Data Warehouse
Configuration		

**The analytics dimension provides the business context and is a crucial component of data Governance.**

*This is a simplistic view for discussion purposes only*

# Enterprise Analytics to support Decision Making



# Enterprise Analytics



**Macro (Strategic)  
View**



**Reveals Enterprise  
“pain points”**

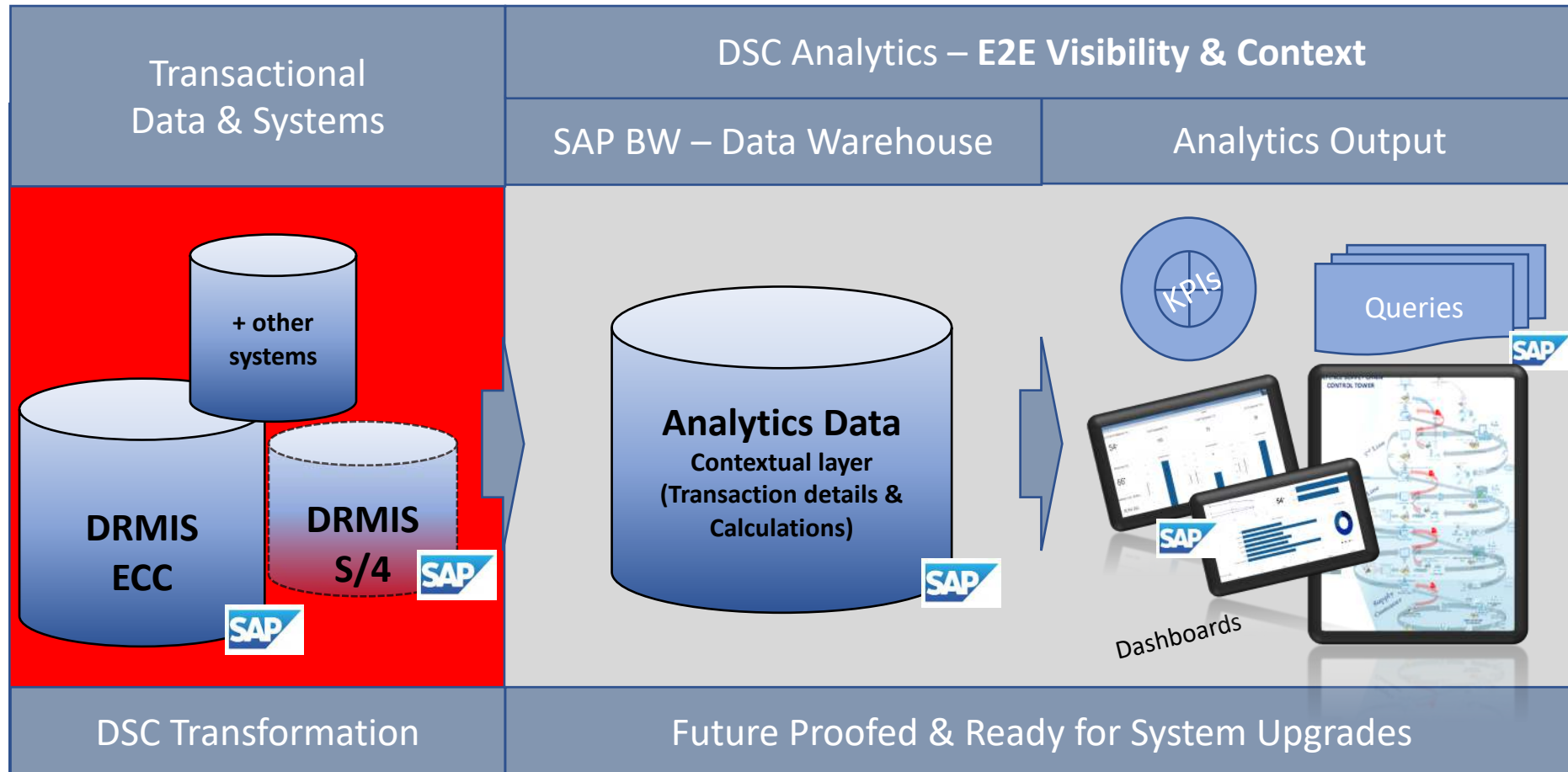


**Tailored DSC KPIs  
and Metrics**



**Enterprise  
Performance**

# How Enterprise Analytics really work?



While this is modeled on the DND System landscape, the concept of a transactional systems, data transformation, and enterprise analytic output remains.

