

# Entropy System™

## Performance Management Workflow

### Overview

The Performance Management Workflow provides senior managers and directors with timely, reliable, and verifiable performance information at a site, a business unit or across your entire business.

Designed to minimize and manage risk in relation to corporate objectives and strategy, this workflow aids decision-making, helps improve individual, departmental, and overall business performance, and provides a 'traffic light' dashboard view of performance across your business.

With features to define and set performance metrics at the corporate level and monitor and report performance in relation to the metrics set, the Performance Management Workflow ensures that key performance indicators are consistent, comparable and meaningful across your entire business.

The Performance Management Workflow enables you to perform such major actions as:

- Setting corporate objectives
- Establishing targets corporate-wide and at business unit and site level
- Collecting data elements
- Creating KPIs and metrics
- Linking targets to established metrics
- Tracking performance.

The Performance Workflow of the Entropy System has extensive features that provide personnel with instant visibility on performance issues and non-compliances.

### Workflow – High-Level Features

- Set corporate-wide objectives with dashboard reporting for performance
- Establish targets at group, business unit and site level
- Set and report using your own key performance indicators (KPIs)
- Traffic light reporting to quickly identify failing sites and business units
- Drill through and drill-down dashboard reporting
- Data integrity and verification features

### Base System – High-Level Features

- 100% web interface
- User-centric Dashboard
- Easy-to-use, intuitive interface
- Secured system access
- Ad hoc query, search and report building capabilities
- System notifications (e-mail and reports)
- Record referencing features
- 17+ languages for localization
- Configurable interface

### Key Benefits

- Real time, traffic light visibility of performance across your business
- Quick, easy and efficient data entry, collation and reporting
- Data verification, integrity analysis and audit trails
- Automatic unit conversions
- Consistent and comparability performance data across your entire business
- Easy, intuitive and flexible key performance indicator (KPI) reporting
- Reduce the time and cost involved in data collation and performance reporting



### Use this Workflow for:

- Traffic light reporting of corporate-wide performance
- Standardizing performance data collection and reporting across your business
- Corporate social responsibility (CSR) data collection and reporting
- Data collection for Global Reporting Initiative (GRI) reporting
- Annual report data collection, verification and reporting

**Do you need to assess real-time performance against corporate, departmental and individuals' objectives?**

The Performance Management Workflow provides real-time, corporate-wide visibility on objectives set for individuals, single sites or the entire organization. Traffic light and trend reporting instantly indicate actual and potential performance in relation to objectives set, meaning poor performance can be easily identified and addressed before it's too late.

**Is the collection, collation and reporting of performance data time-consuming and costly?**

Monitoring and metrics data can be entered at source and also at specified intervals. Automatic data input reminders ensure that performance data is entered when required, meaning that site-level users, senior managers and directors can confidently report up-to-date information at the press of a button.

**Do you have absolute confidence in the performance data you report?**

Provide senior management and directors with powerful reports to ensure that the performance data reported is complete, accurate and verifiable. And you can be sure that your data is complete, accurate, and reliable using the Entropy System's audit trails, approval and verification features, and data integrity reports.

**Do you lack meaningful and comparable performance data?**

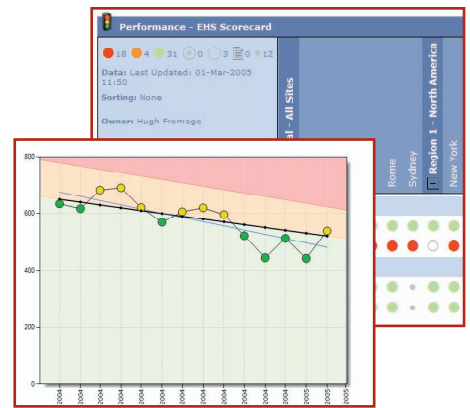
The Performance Management Workflow enables objectives and metrics collection standards to be set across your corporation, ensuring consistent and comparable performance reporting across your business. With automatic unit conversion features and the ability to instantly report for any number of sites, the Entropy System helps you improve business intelligence by giving you the ability to easily compare performance on a like-for-like basis.

**Do you find out about non-compliances too late to do anything proactive about them?**

The real-time view of performance provided by the Entropy System means that senior managers and directors have instant visibility on performance issues and non-compliances. They can then act quickly and proactively to reduce risk, prevent non-compliances and minimize the cost and potential impact to your business.

**Are your performance reports difficult to interpret and understand?**

Simple, intuitive, easily-accessed, and user-friendly reports are available for users at all levels. With both traffic light performance and graphical metrics reporting, the Entropy System enables users, senior managers and directors to access performance data that is meaningful and easily understood.



**The Entropy System™**

The Entropy System is composed of five key workflows.

These function independently for targeted issues or as an integrated whole providing a full management system suite for a standards-based approach to risk, compliance and performance improvement.

The 5 Entropy System workflows are:

- Audit & Compliance Management
- Incident Management
- Performance Management
- Risk Management
- Knowledge Management

The Entropy System is a scalable, solution that enables multi-site organizations to reduce operational risk, ensure compliance across their businesses and improve overall performance. The system is effective in reducing cost, improving profitability and increasing shareholder value.

**About BSI Entropy International**

BSI Entropy International provides risk, compliance and performance management software solutions and services. The Entropy System is used worldwide by brand-name companies in a variety of markets to reduce risk, aid compliance and continuously improve their corporate performance.

BSI Entropy International is a division of the world-renowned BSI Group.

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