

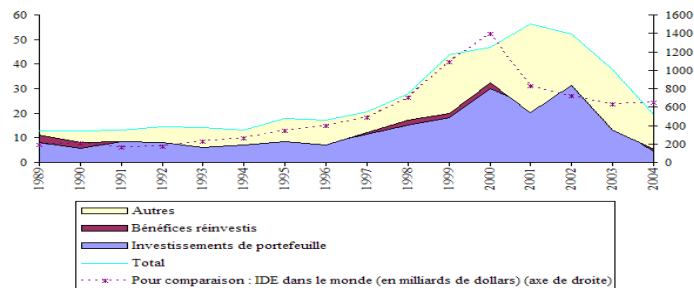


Performance Indicators

As the saying goes, **“That which is measured improves.”** Therefore, that which is not measured deteriorates. Whether used to define real issues or ensure we are on the right track, performance indicators are key to good operations management.

Of course, whenever you have **indicators**, you must also have **objectives**. Indicators can be measured scientifically based on implemented or anticipated improvements. The goal is then to measure their performance in order to detect improvement opportunities.

“There is no longer journey than the one with an unknown destination.”



At Auger Groupe Conseil, maintaining, following-up on and improving established systems and processes are part of our culture. Developing management indicators will help you make appropriate decisions when faced with various options.

Relevant data is often available but simply not compiled or interpreted. It is up to you to create a dashboard that will help you and your team meet your goals.

“To discover where we are going, we must first know where we are.”

