

BSC CSF 가 ().

July 16, 2005



VDT

CSF

KPI

Framework

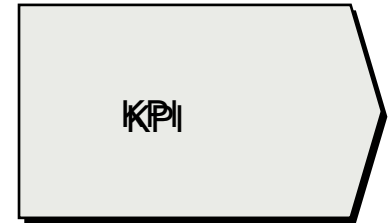
BSC

VDT

CSF

KPI

Framework



Objectives

- Balanced CSF KPI

Activities

- Driver Clustering CSF
- Cross Check 4 CSF
- CSF 가 KPI
- Strategy Map
- CSF
- 'MECE'

VDT 가?

Value Driver Tree

Tree

가
가

1. ?

특징:

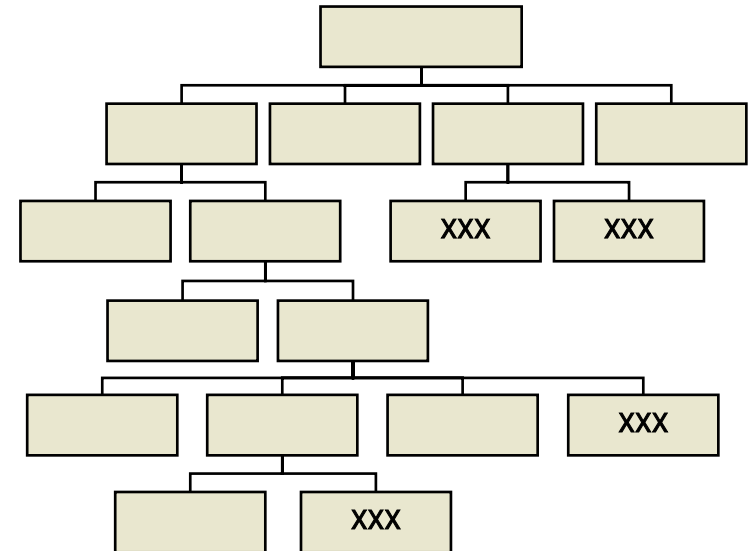
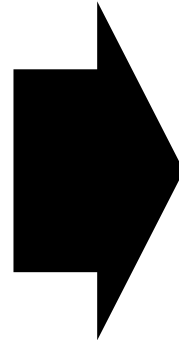
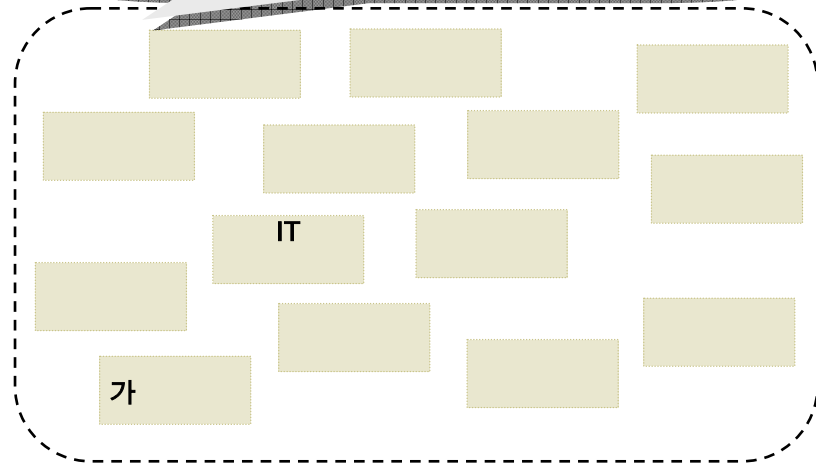
- 시간의 흐름에 따라 증감
- 일회성 사건이 아님
- "어떤정도/수준"으로 표현
- 명사/명사형으로 표현

Examples:

직원 수,
품질수준
만족도,
리드타임,
...

2. ?

가?



VDT

VDT
Exclusive Collectively Exhaustive)

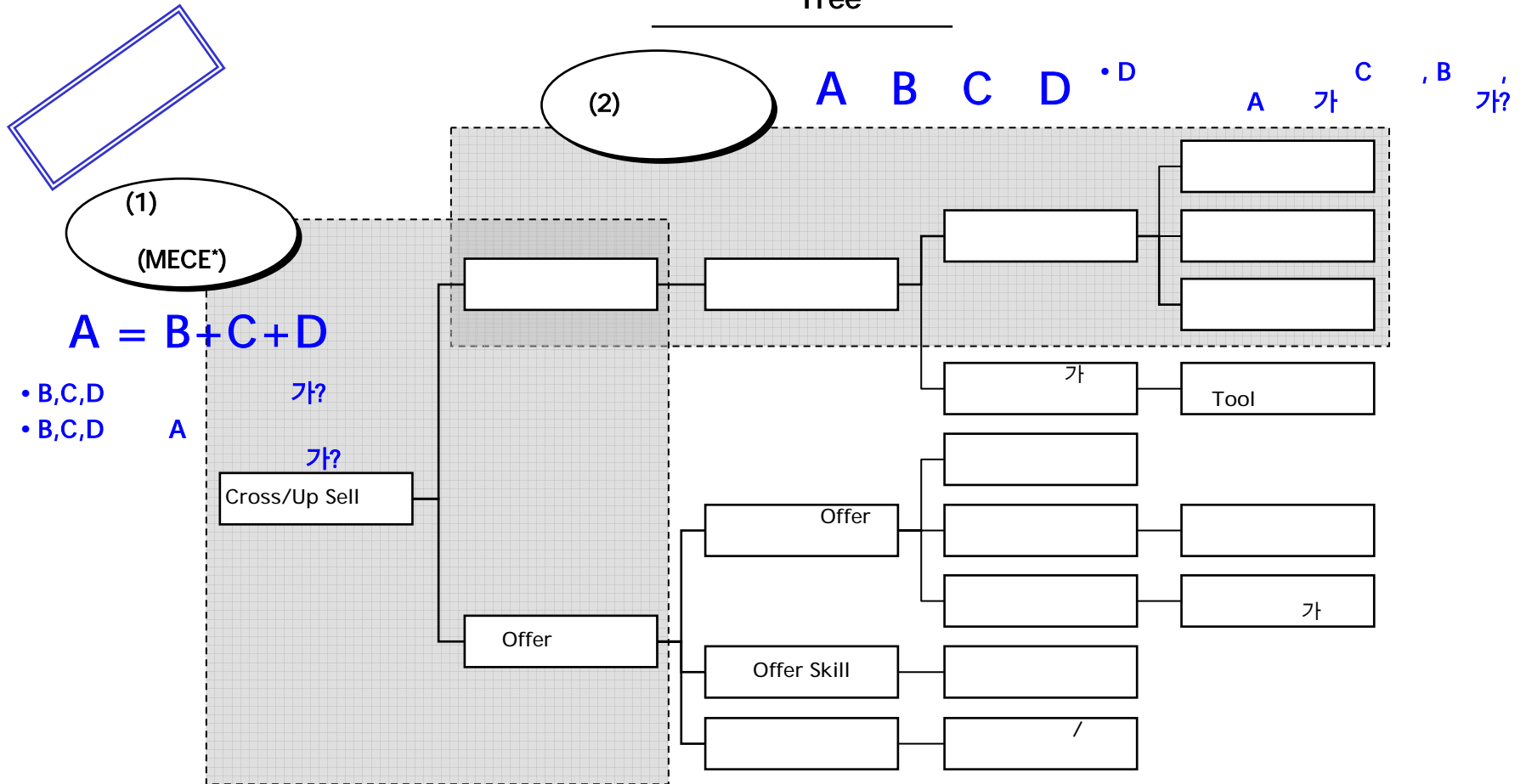
(2)

/

(動因)

(1) MECE(Mutually

Tree



VDT CSF Strategy Map

VDT
Cross Check

Value Driver
Clustering
BSC 4

가
CSF

Driver
CSF
Strategy Map

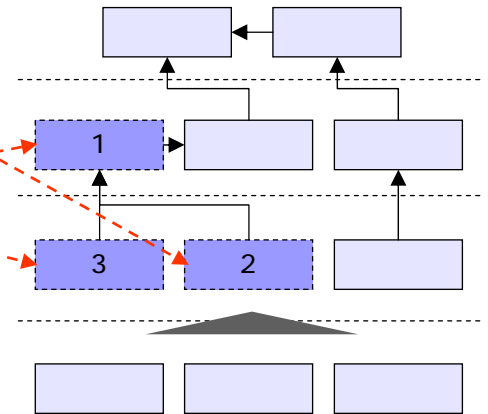
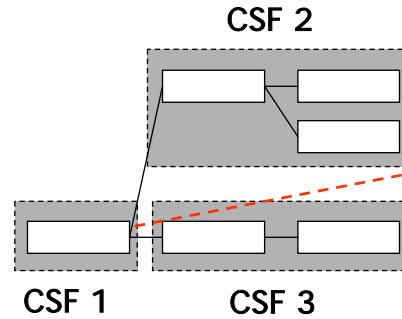
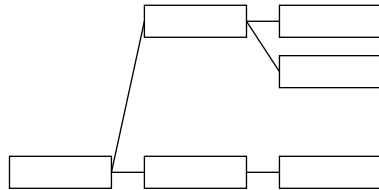
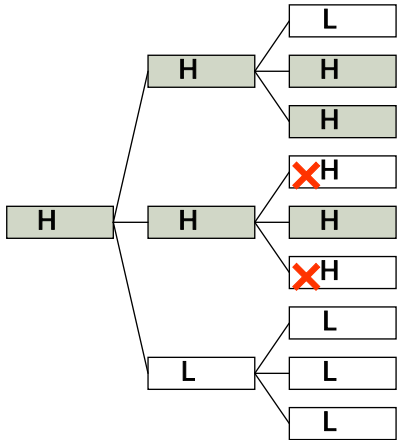
VDT

가 (1)

가
Pruned
Driver Tree

Clustering (2)
CSF

Cross Check
Strategy Map



(1) 가

1. -
2. 가 - Driver 가
3. 가 - Driver가

가

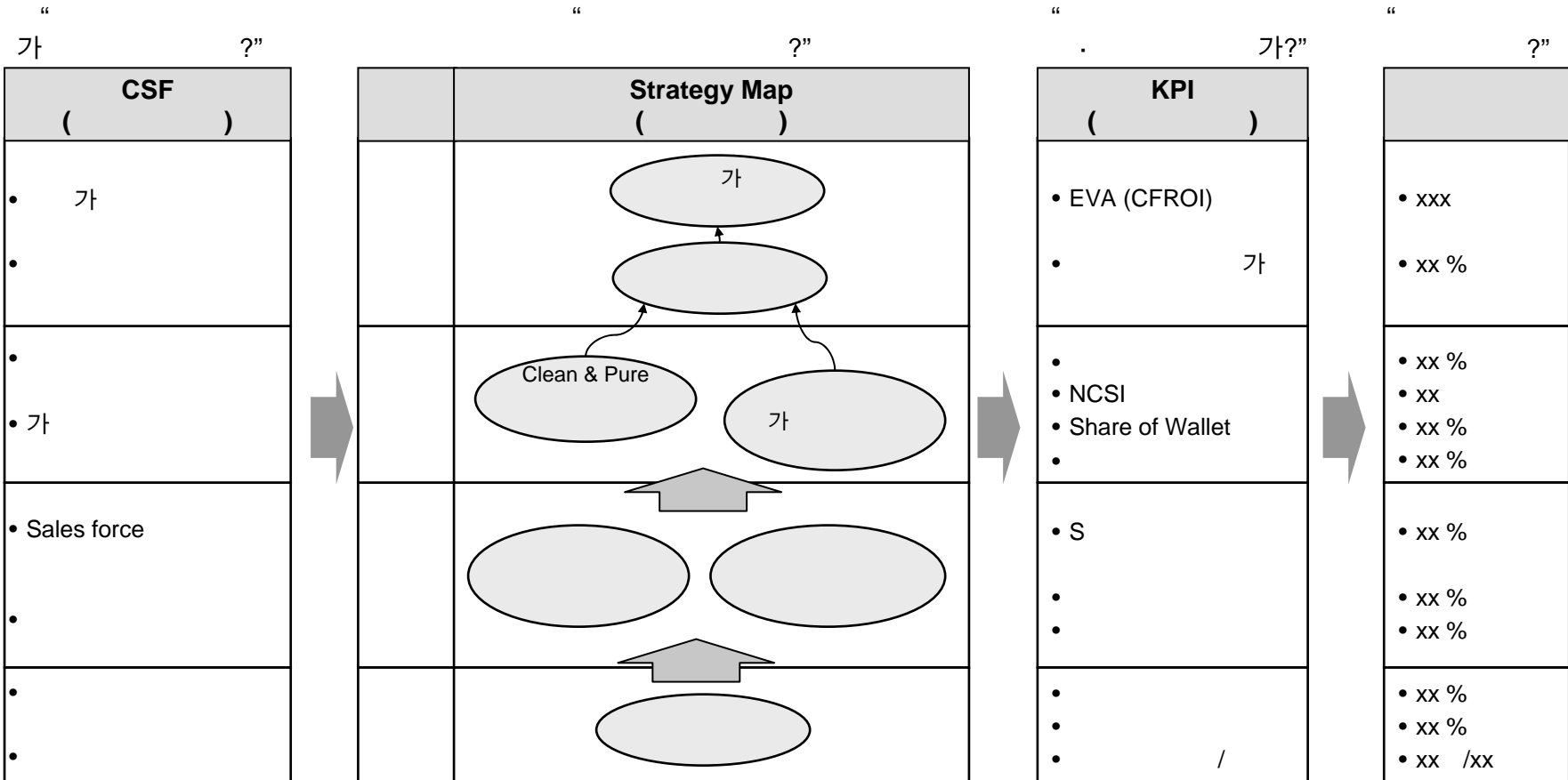
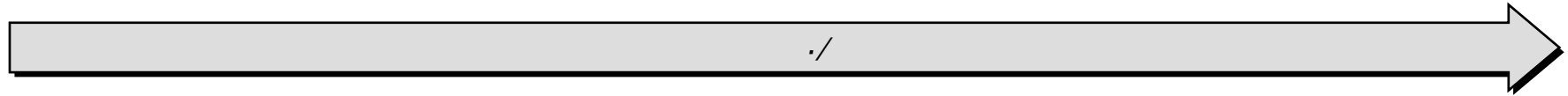
(2) Driver Clustering Rule

1. Independent Implication - VDT 2
2. Leading Driven - Driver가 Driver Driver CSF , Driver
3. Resource Focused - 가 Driver CSF (, ,)

Driver Driver
CSF , Driver
CSF (, ,)

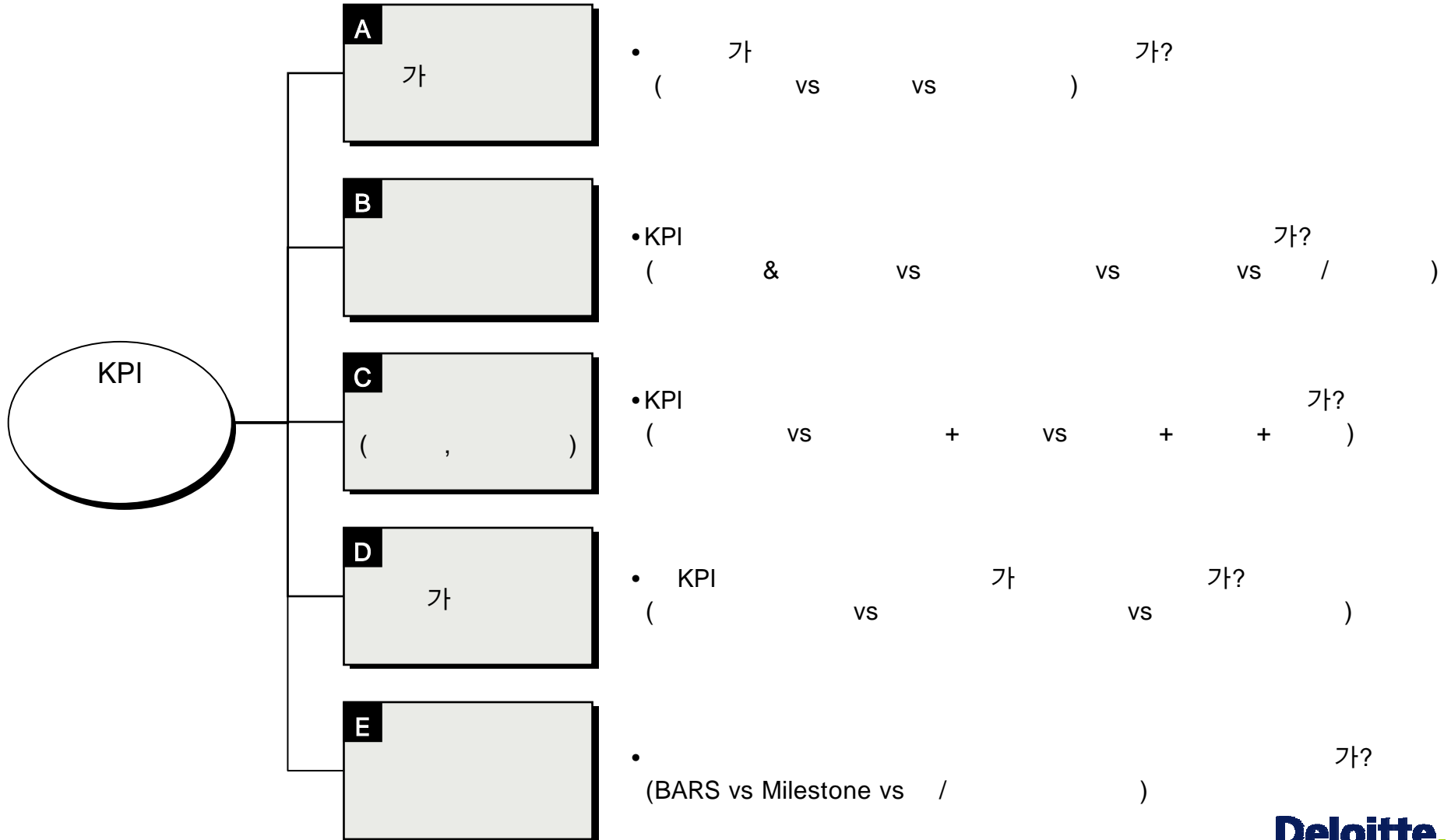
CSF (KPI)

VDT CSF 가 Strategy Map



KPI

KPI





**Member of
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