Excellence Series Tools

What are your goals for excellence and how do you measure them? Do your employees, customers and vendors perceive that your business has a commitment to excellence? You won't find these results in any other business software system. If you want excellence in your business, you need ExcelReport.
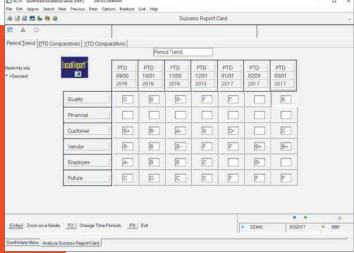
Benefits

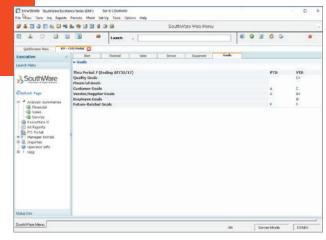- **Know instantly how well you are achieving your goals**

- **Remember and respond to errors, complaints, ideas**

- **Monitor and improve your customer, vendor, and employee relationships**

- **Measure and improve the quality of products and services**

- **Identify the sources of poor or outstanding performance**

- **Regularly remind your employees of the things important to your success**

- **Track your progress toward excellence by month or year**

Excel Summary Report

ExcelReport helps you set excellence goals, grade your progress, and train people to excel. You get the tools you need to achieve excellence:

- **Set goals for success**
- **Automatic analysis of normal business processing**
- **Capture the non-financial information important to your business**
- **Report card with grades to tell you how you're doing**
- **Ability to explore the reasons behind every grade**

CEO Portal - Goals

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FEATURES & FUNCTIONALITY

SUCCESS REPORT CARD

- Six success factors
- Trend analysis
- GPA analysis
- Search grades for particular customers, vendors, products, etc
- See all details behind grades

EVENTS

- Hot key instant entry
- Standard and user-defined types
- Relationship ratings
- Cost of errors and complaints
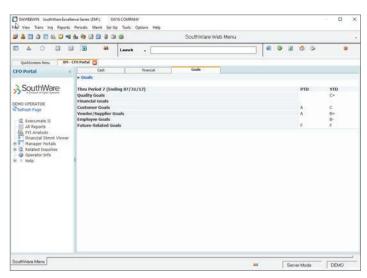- Excel point estimate

GRADING FACTORS

- User-maintained A-B-C-D-F grading scales
- Quality grades
- Financial grades
- Customer/vendor/employee grades
- Future preparation grades

PERIOD HISTORY

- Dozens of excellence-related totals and statistics
- Per record per period for last 5 years
- Updated and accessible through other SouthWare modules

QUESTIONS YOU'LL BE ABLE TO ANSWER INCLUDE:

- Which areas of the business need attention?
- Are we making progress toward our goals?
- Are we able to fill customer's orders?
- Are we shipping orders on time?
- What's the average approval rating on sales orders?
- Which items are returned the most (poor quality)?
- How much are errors and complaints costing us?
- What do our customers think about us?
- Are we hitting our financial goals?
- Which vendors are giving us good service?
- What are the recent events involving this customer?
- Have we responded to all the ideas and suggestions we've received lately?
- How solid are our vendor relationships?
- Are our employees satisfied with their careers?
- How well are we preparing for the future?

CFO Portal - Goals

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