



XPeTRACK®

XPedient Tracking

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THE CHALLENGE:

To keep track of all process adjustments and their effects, in change-intensive environments:

- Identifying the resulting effect of all process changes, direct and indirect, from independent or correlated complex processes
- Identifying, after the fact, the key process change leading to a specific result
- Documenting process change, special cause and effect, and results, regardless of processes - finite or continuous, simple or complex, simultaneous or sequential

THE SOLUTION: Introducing XPeTrack

- ✓ A matrixed system that reflects in a visual and accurate manner the trends of key success indicators, synchronized with special cause events—in short, anything and everything of significant impact to customer satisfaction levels or key business goals
- ✓ Innovative, patent-pending methodology
- ✓ Compounded view which allows immediate root cause analysis and diagnosis, without delay, error, omission, or hesitation



THE BENEFITS of XPeTrack:

- ✓ Reliable view eliminates any uncertainty regarding the effects of process change
- ✓ Enables the recall, reference, and ability to re-assess the effects of all forgotten changes that have happened - changes are no longer forgotten!
- ✓ Can work "backwards" in diagnosing root cause for unexpected KPI results, by isolating the anomalous trend from the rest of the KPIs
- ✓ Ideal for change-intensive organizations

Operational excellence within your reach...
Let's talk!



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