



2009 QNET Excellence Conference – GET FOCUSED

Quality & Effectiveness

Central Dashboard

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Northern Blower's Dashboard Management System

- Presentation Objective:
 - To share a model for Dashboard Management.
 - To share some thoughts and lessons learned.



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Northern Blower - Background

- Custom, Engineer to order fan business
- Large variety in product 1hp to 2,500 hp
- Markets 30% Canadian, 70% US
 - Automotive
 - Pulp & Paper
 - Pollution Control
 - Energy
- 110 Employees



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Toyota San Antonio Unit Size 7300 (1 of 14 Identical paint System Units)

Northern Blower's Dashboard Management System

- Problem – An inefficient, ineffective, system for managing critical corporate information.
- Purpose of Dashboard – To organize and standardize information critical to Northern Blower's success.
 - Information management is a critical business success factor.

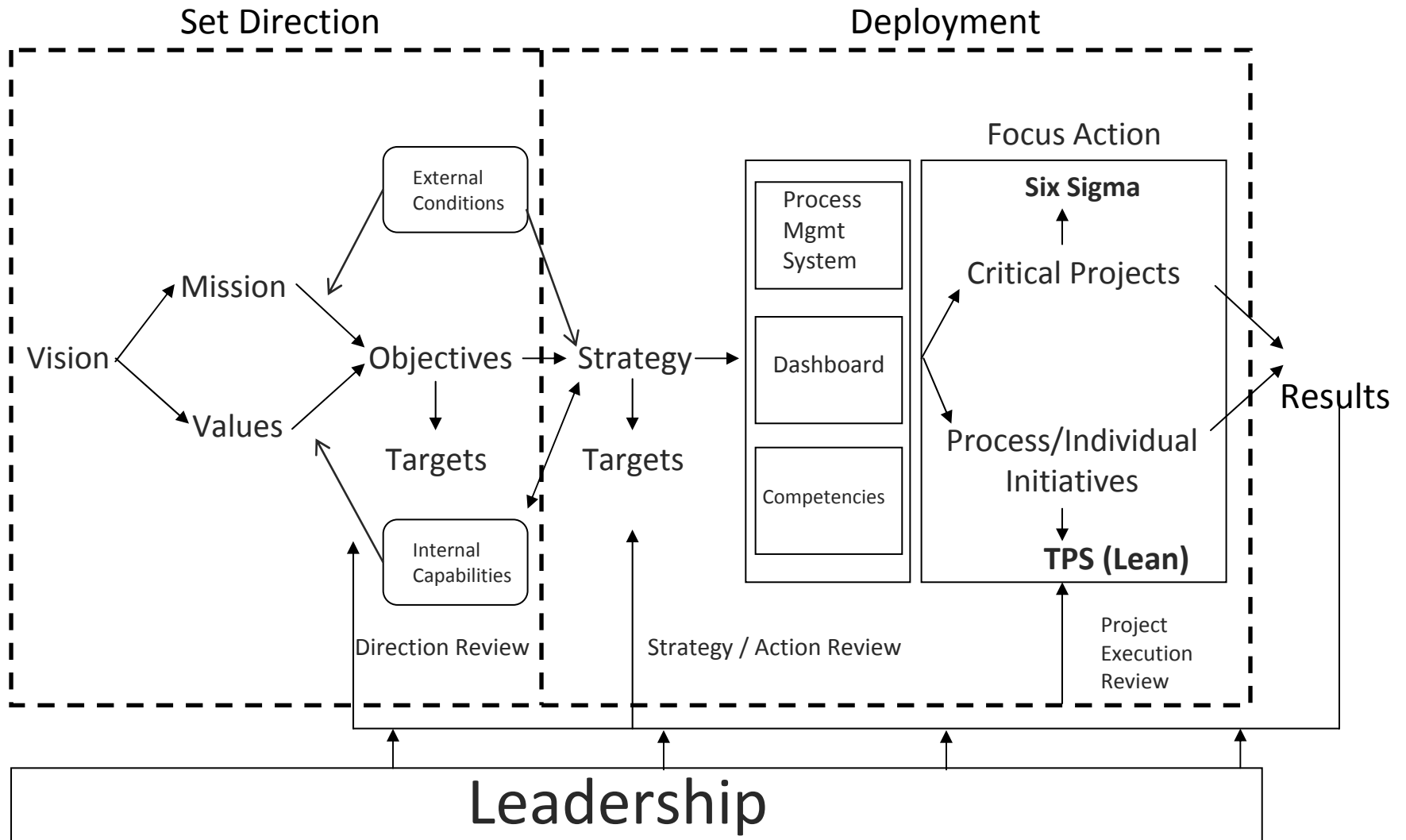


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Organizational Performance System



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Dashboard System Overview

- Integrated Management System
 - Strategy Development and deployment, Balanced Scorecard, ISO 9000, Process Management, Project Management, etc.
- Real time information
- Platform enables single source data storage and access.



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Dashboard Demonstration



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Thoughts

- Understanding and integration of the Performance system is key; programming is secondary.
- Database structure and operationally defined data is foundational.
- System is evolutionary (PDSA).
 - Complexity and entropy are the enemies.
- Unexpected positive impact on people.



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Thoughts...cont'd...

- Broad deployment /integration with daily work.
- Get started...



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Tools

- Summary notes available at www.qnet.mb.ca
- Contact **Thomas Feyerabend**, President, MANAGEX at (tfeyerabend@managexconsulting.com and/or (816) 228-2860)
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