



U.S. Food and Drug Administration

Performance Scorecard Software Case Study

Situation

FDA considered both the Performance Scorecard and Balanced Scorecard in 2000. The decision was made to go with the Performance Scorecard methodology, with key results and indicators, as it was not as finance heavy as the Balanced Scorecard.

FDA was initially working out of “little green bound books” that were put into spreadsheets. As they started looking for the right metrics and baselines it became apparent that the whole process needed to be more efficient.

Implementation

When FDA started the software evaluation process they first looked at Cognos. They quickly found, however, that the Corporate Management Suite (CMS) from Spider Strategies could do everything they wanted from Cognos more efficiently, and at one tenth of the cost. FDA was particularly interested in the speed and simplicity of writing reports.

The CMS solution was flexible and could handle the FDA’s methodology of choice, the Performance Scorecard. “We had a language and I didn’t want to have to reeducate our staff in a different terminology. The software allowed us to use our own terminology.” Said Frances A. Benedict, Senior Staff, Office of Compliance, FDA.

Spider Strategies hosted the FDA model for over a year until a local server was acquired to run the program. The Spider team worked closely with the FDA group to ensure that their entire implementation and migration went smoothly.

Results

FDA is managing their “Go” metrics right now. The system is extremely flexible and allows them to manage on-the-fly without waiting for a specialized computer system.

Going forward, FDA is currently implementing the Performance Scorecard one piece at a time based on highest priority. The system is now fully tested and FDA is beginning to utilize and automate initiatives.

“CMS is extremely efficient compared to the other systems we evaluated. I haven’t seen anything that will do as much as Spider for the cost, and I continue to look because that’s my job. This company has gone above and beyond” says Frances A. Benedict, Senior Staff, Office of Compliance, FDA.