

Client Case Study—Results Driven Consulting

Healthcare of Ontario Pension Plan: Strategic Alignment through a Balanced Scorecard

The Challenge:

One of Canada's largest pension funds needed to refocus and re-energize their organization and create more alignment to their strategy.

The Solution:

SPCI worked with the Executive Team, as well as a cross functional leadership group to build a Strategy Map and Balanced Scorecard for the organization. The team re-designed the performance management system to align the new scorecard and linked company-wide variable pay to the new goals and measure.

Next we built a communications plan to support deployment of the Scorecard followed by a program to cascade the Corporate Scorecard to each level of the organization.

To support achievement of new goals and measures, SPCI worked with HOOPP leaders to identify improvements to the current customer experience and enhancements to their customer satisfaction measurement system.

The Results:

HOOPP not only survived the global financial meltdown, they thrived and today are one of Canada's most admired companies. Their Balanced Scorecard was instrumental in defining their strategy in clear operational terms so that every manager and employee could understand their contribution to the firm's success.



The Service Profit Chain Institute

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