

## Setting Targets

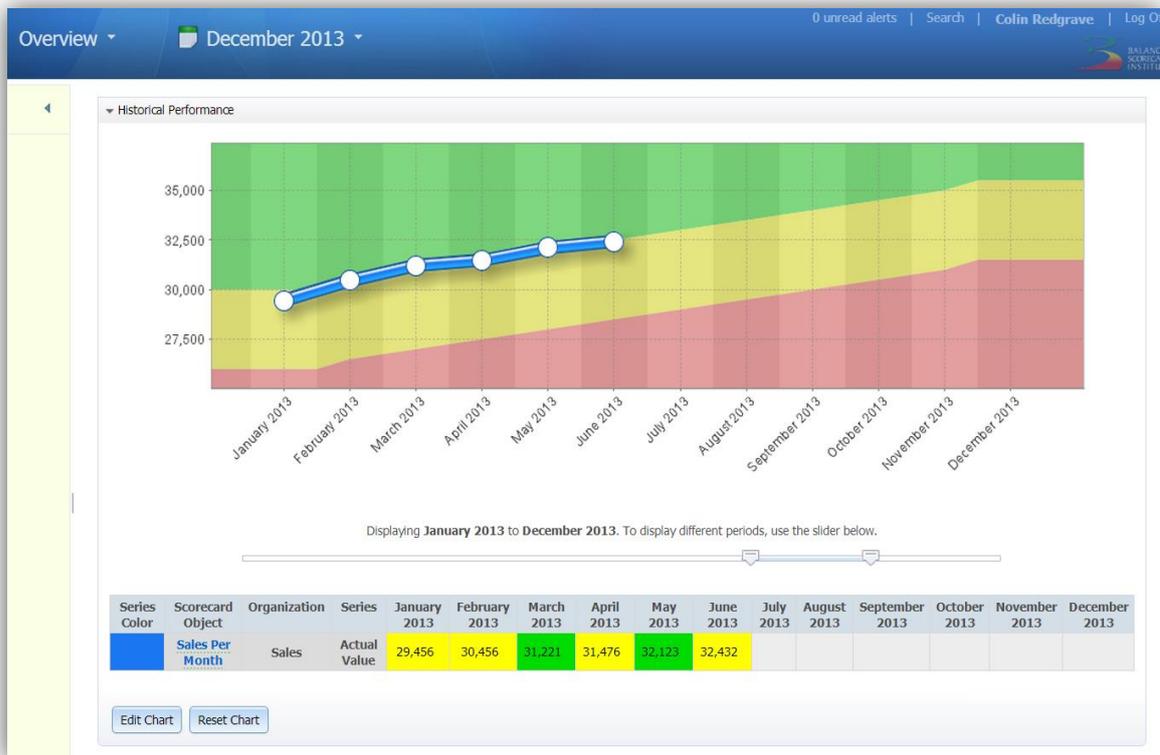
There are two ways to set targets in QuickScore and Scoreboard, they are:

1. Use the existing 'Threshold' structure modified month-on-month
2. Add an additional 'Target' measure and overlay it on the 'Actual' measure

### 1. Using the existing 'Thresholds'

It is normal practice to set 'Threshold' values consistently through any business performance management cycle. For example, the change from amber to red may be set to 5 and the change from amber to green set at 10. These values would usually remain in place for a year or until they are formally reviewed and changed.

Occasionally the 'Thresholds' of a metric may vary during the year, in this case they might better be described as targets. The result of a varying threshold may look something like this:



The easiest way to set a variable Threshold is to create a measure in the usual way and set the thresholds initially to an average value, then:

1. Set the date menu to 'Yearly' or to whatever custom fiscal year you have set your calendar to.

2. Scroll down to the panel 'Actual and Threshold Values'

3. Click on the 'Update Performance Measures' button, you will see something like this:

Period	Actual	Red Flag	Goal	Notes
January 2013		20,000	30,000	
February 2013		20,000	30,000	
March 2013		20,000	30,000	
April 2013		20,000	30,000	
May 2013		20,000	30,000	
June 2013		20,000	30,000	
July 2013		20,000	30,000	
August 2013		20,000	30,000	
September 2013		20,000	30,000	
October 2013		20,000	30,000	
November 2013		20,000	30,000	
December 2013		20,000	30,000	

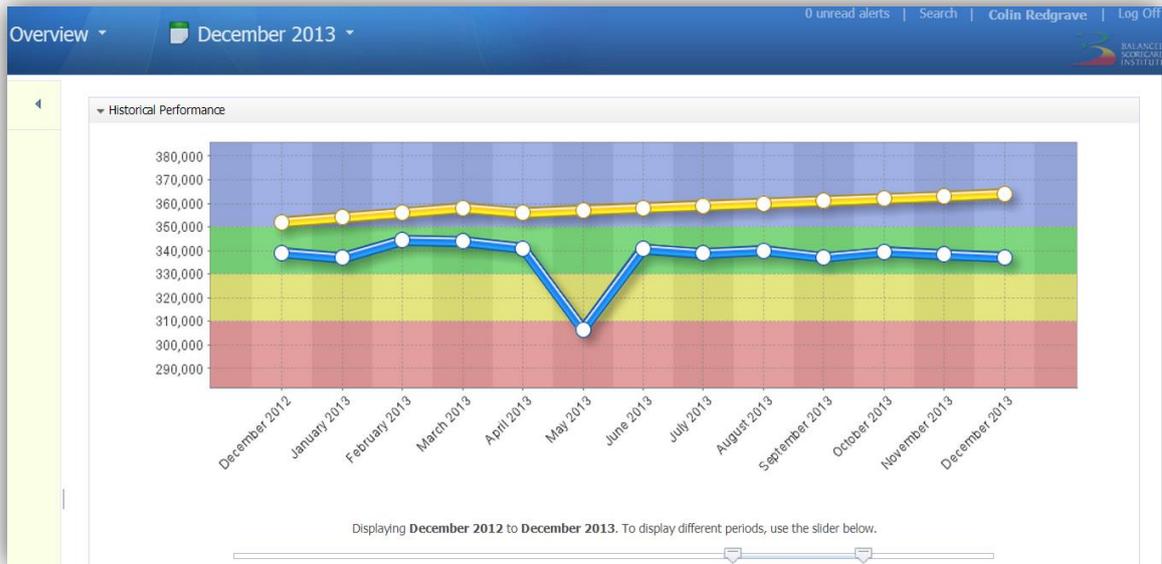
You can now change the threshold values for the entire year to the 'Targets' that are applicable to whatever you are measuring. It should end up looking something like this:

Period	Actual	Red Flag	Goal	Notes
January 2013	29,456	26,000	30,000	
February 2013	30,456	26,500	30,500	
March 2013	31,221	27,000	31,000	
April 2013	31,476	27,500	31,500	
May 2013	32,123	28,000	32,000	
June 2013	32,432	28,500	32,500	
July 2013		29,000	33,000	
August 2013		29,500	33,500	
September 2013		30,000	34,000	
October 2013		30,500	34,500	
November 2013		31,000	35,000	
December 2013		31,500	35,500	

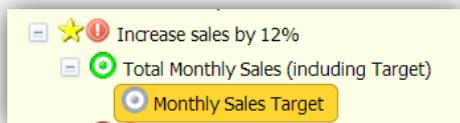
## 2. Add an additional 'Target' measure

If you want to display a more precise 'Target' measure then this can be done by adding an additional 'Target' measure. In much the same way as an additional 'target row' is added in a spreadsheet, the same can be done in the application.

The result might end up looking something like this, where the yellow line is the 'Target' and the blue the 'Actual'. In the instance below the Thresholds have remained consistent across the year; you could vary the Thresholds as well if you wish.

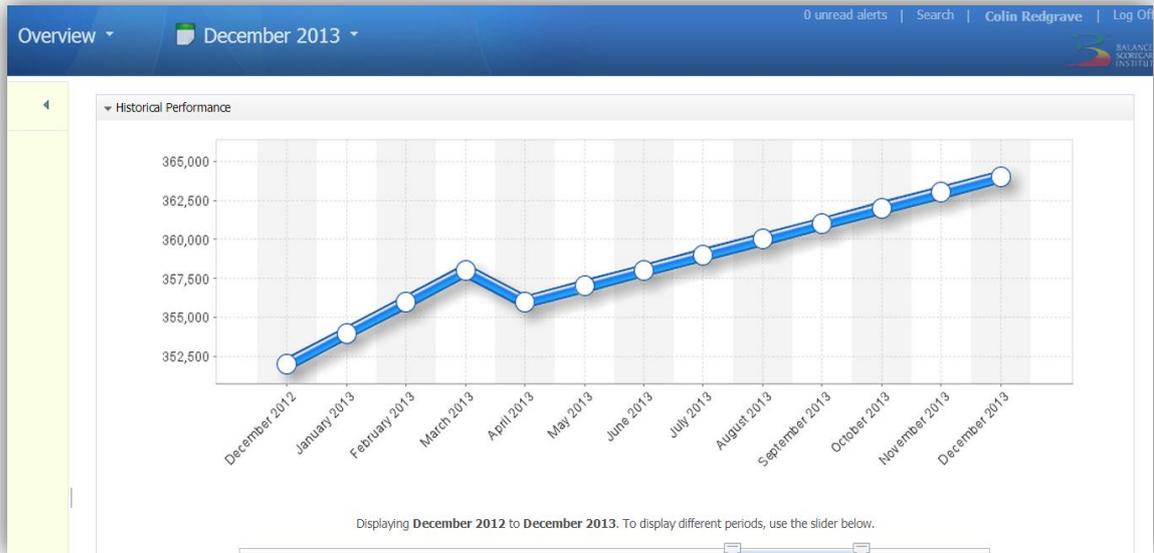


First create an 'actual' measure in exactly the same way as before. Next create a 'Target' measure as a sub-measure of the actual you have created. Be sure to select UNSCORED as the metric type, this is very important as the 'Target' will be overlay the 'Actual'. In the tree, it will look something like this:



We have found it is usually best practice to locate 'Target' measures under 'Actual' measures, but you are not restricted to do this. If you would prefer to locate all of your 'Target' measures elsewhere, you can do this as well.

As previously described above, change the date menu to Yearly and enter the 'Target' values for the entire year and save, you should end up with something like this:



All that is left to do is to overlay this 'Target' measure on the 'Actual' measure. Go back to the 'Actual' measure and to the Historical Performance panel. Click on the Edit Chart button, you will see a 'Series Data' panel appear like this:

Series Data configuration options:

- Background Colors: Total Monthly Sales (including Target)
- Add Scorecard Object
- Total Monthly Sales (including Target) (Sales)
  - Actual Value
  - Left Axis
  - Trendline Over Time
  - Color
- Monthly Sales Target (Sales)
  - Actual Value
  - Left Axis
  - Trendline Over Time
  - Color

Click on the Add Scorecard Object and select the 'Target' measure just created. The 'Target' will now appear on the 'Actual' chart.

You will need to go through a similar process when creating dashboards from these objects.