Kestrel Fact Sheet 2
Description of the standard modules

Purpose of the Fact Sheet

To explain what is contained in each of Kestrel's modules and also give potential clients an idea of what they will receive as standard.

Standard modules

The standard modules in Kestrel are:

- Dashboards
- Reports
- Enquiries
- Analytical Tools
- Attribution

Dashboards Module

The Dashboards Module provides a high-level 'at a glance' performance overview. This is the first thing a user sees when logging on. This module is always customised for the specific requirements of an organisation but we have strong recommendations as to current best practice. Typically each Dashboard contains Run Charts and Pareto Charts with (deliberately) limited filters/drill-down functionality. The Dashboards default to customer experience with the ability to filter to exclude (for example) contractually exempt figures.

Reports Module

The purpose of the Reports Module is to convey information about performance to specific groups and individuals in an easy-to-understand format that will help them identify trends and know when to take action to control their processes. Reports generally contain high-level, summarised data. Reports show how the whole operation and specific aspects of it are performing.

The Reports Module:

(1)   Automates the production of existing regular reports (e.g. organisational performance KPIs, Board performance reports)
(2)   Has a variety of standard reports
(3)   Allows users to set up their own personal reports library

Reports can be set up so they are produced at set intervals and e-mailed automatically to selected recipients.

Enquiries Module

The Enquiries Module allows users to interrogate the data in Kestrel for the purposes of investigation and analysis using a wide variety of breakdowns, e.g. by day, by time, by route, by location, by fleet type and so on. This is achieved by a menu-driven structure of filters and drill-down options. The main data display tools used in the Enquiries Module are Run Charts and Pareto Charts. The Enquiries Module should encourage everyday users such as front-line managers to be curious about what is driving their results by drilling down, looking for patterns and testing hypotheses.

Analytical Tools Module

The Analytical Tools Module allows specific performance-related analyses to be carried out such as time lost/gained en-route. Although straightforward to use, the analytical tools are aimed at a more specialist audience than enquiries, such as Performance Analysts and Timetable Planners.

Attribution Module

Accurate attribution is essential in understanding the root causes of delays and cancellations and allows analyses to be carried out for the purposes of improvement. The Attribution Module allocates delays and incidents to the appropriate Responsible Manager who can then review, investigate, accept or refer each. This allows each Responsible Manager to understand the contribution their own area of responsibility is making to performance results.

Version 1 and beyond

Version 1 of Kestrel always includes our standard features, a minimum of four dashboards, six reports, three enquiries and seven analytical tools. This is more than enough to get any organisation started on the road to improvement of operational performance. These are available off-the-shelf allowing for very rapid implementation if required.

Additional features and functionality can be added to either Version 1 or later versions as required by the client and the timescales necessary.