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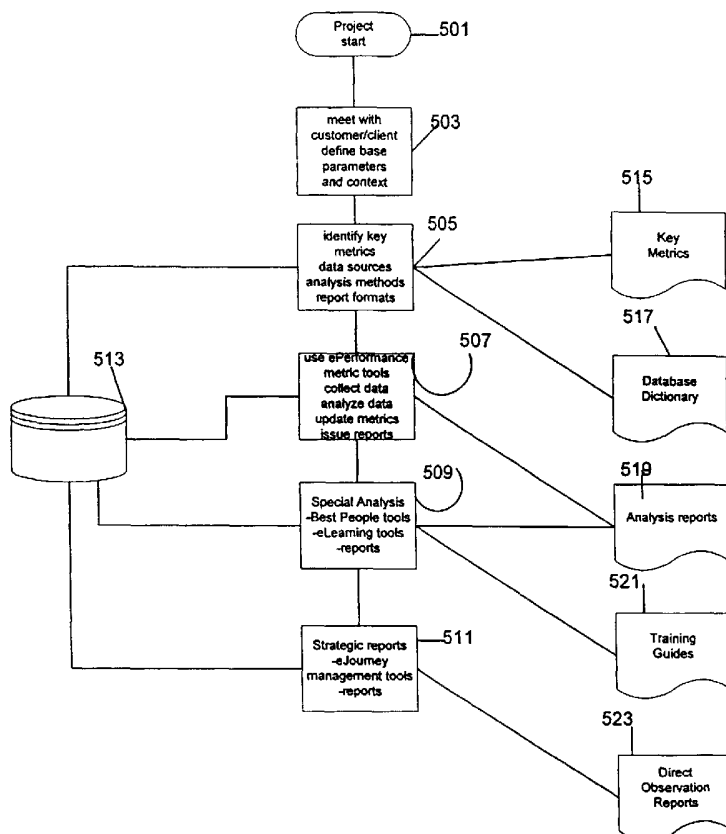
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(54) Title: AN AUTOMATED TOOL SET FOR IMPROVING OPERATIONS IN AN ECOMMERCE BUSINESS



(57) Abstract: The present invention provides a system of automated data driven tools which are integrated to provide an orderly and efficient set of concrete, specific and useful plans to help companies attain organizational and operational excellence. A system is disclosed which includes a set of ePerformance metric development tools (507), a set of BestPeople tools (509) for force planning and analysis, with a companion set of eLearning tools (509) to provide strategic employee development assistance and a set of eJourney management tools (511) to assist in self measurement, metric comparisons, and plans development. An exemplary preferred embodiment is described which teaches a new and unique workforce transformation system to illustrate a concrete specific implementation result.



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B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

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Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
EAST (performance metric), Internet (Accenture, ePerformance), Proquest (Accenture, ePerformance)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 6,092,050 A (LUNGREN et al) 18 July 2000 (18.07.2000), abstract, columns 1-2.	1-14
X	US 5,765,140 A (KNUDSON et al) 09 June 1998 (09.06.1998), abstract, columns 1-2.	1-14
X	US 5,761,674 A (ITO) 02 June 1998 (02.06.1998), abstract, columns 1-3.	1-14

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☐ See patent family annex.

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