



IMS CORP.

Operational Framework – Performance

Performance to Realise Outcomes

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Purpose of Performance Measurement

- Helping people / organisation to achieve
- Realising outcomes in the right way
- Empowerment & harnessing
- Assist with priorities
- Motivation
- Culture
- Development & enhancement



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Performance Measurement

- Valued by people
- Tool people can use
- Easily understood
- Ease of measurement
- Quality focus
- Pragmatic, Practical, Realistic
- Strategically aligned
- Advantageous to recipient
- Supported by skilling & training



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Organisational vs Personal

- Not the same thing
- Not mutually exclusive
- Executive Management
 - Strategic focus
 - Organisational outcomes
- Senior Management
 - Organisational prominent
 - Team outcome focus
- Coalface
 - Individual focus
 - Team values



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Setting Performance Measures



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Questions



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