

Performance Measures

Purpose, Use, and Alignment

What's the seminar about?

Performance Measures is a 1-day seminar designed to teach the *what* and *how* of **developing, using, and aligning meaningful measurement data** to support planning, budgeting, improvement, etc. The seminar supports the general concepts, language, and recommendations of the Baldrige criteria, Balanced Scorecard, Government Performance and Results Act (GPRA), Governmental Accounting Standards Board (GASB), and Managing for Results.

What are the seminar objectives?

The objective of the course is to provide a **basis for action to improve the performance of programs, processes, and systems**. Participants will learn:

- ✓ The purpose for measures (number and types), how to write effective performance measures (lead and lag), and how to link measures with decision-making.
- ✓ That performance measurement provides a basis for taking action on the future – guide allocation of resources, identifies opportunities for improvement, etc.
- ✓ A simple model for defining systems and collecting sustained, meaningful measurements.
- ✓ To develop measures based on the needs of the user (level of detail and reporting cycle).
- ✓ A process for effectively managing, aligning, and assessing performance measures.
- ✓ How to develop measures that communicate information key to mission success.
- ✓ Concepts and mechanics for measuring outcomes and outputs.

How are the objectives achieved?

Participants develop and assess measures for their workplace! If organizational performance measures exist, bring them. If not, we will start the process. *Performance Measures* is real world, hands-on education and training. Participants are engaged in individual and small group activities that involve: (1) learning the **mechanics** and **concepts** of performance measures, (2) operationally **defining** a system and key measures of performance, (3) **aligning** performance measures (vertically and horizontally) to support mission accomplishment, (4) **assessing** the effectiveness of measures, and (5) **charting** considerations for displaying measurement data.