



INTERNATIONAL SOCIETY FOR  
PERFORMANCE IMPROVEMENT

# Why is Performance Improvement Important for Africa?

Kigali, Rwanda, 20 – 22 November 2024

BELIA NEL

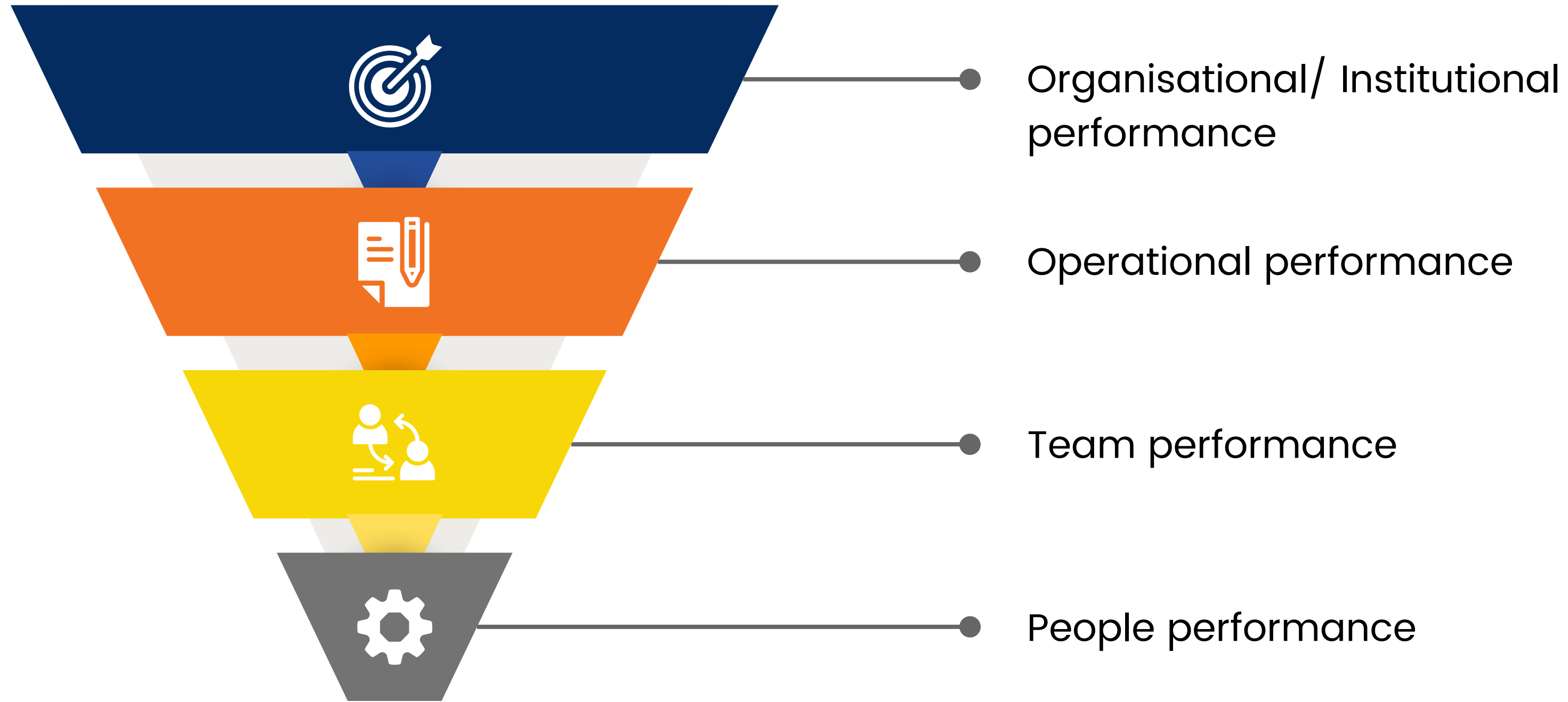


# AFRICA HUMAN RESOURCES SUMMIT

Aligning Human Resources Strategy and Practices  
to African Union Agenda 2063

20<sup>th</sup> - 22<sup>nd</sup> November 2024, Kigali Convention Center

# Societal Performance





# SUSTAINABLE DEVELOPMENT GOALS - world

The Sustainable Development Goals are 17 global goals set by the UN to address poverty, inequality, health, education, and environmental sustainability by 2030.



# ORGANISATION OF AFRICAN UNION – **continent**

Agenda 2063: The Africa We Want

An Africa's plan for inclusive development, regional integration, and global influence, reflecting the vision of unity, progress, and prosperity.



# AGOA

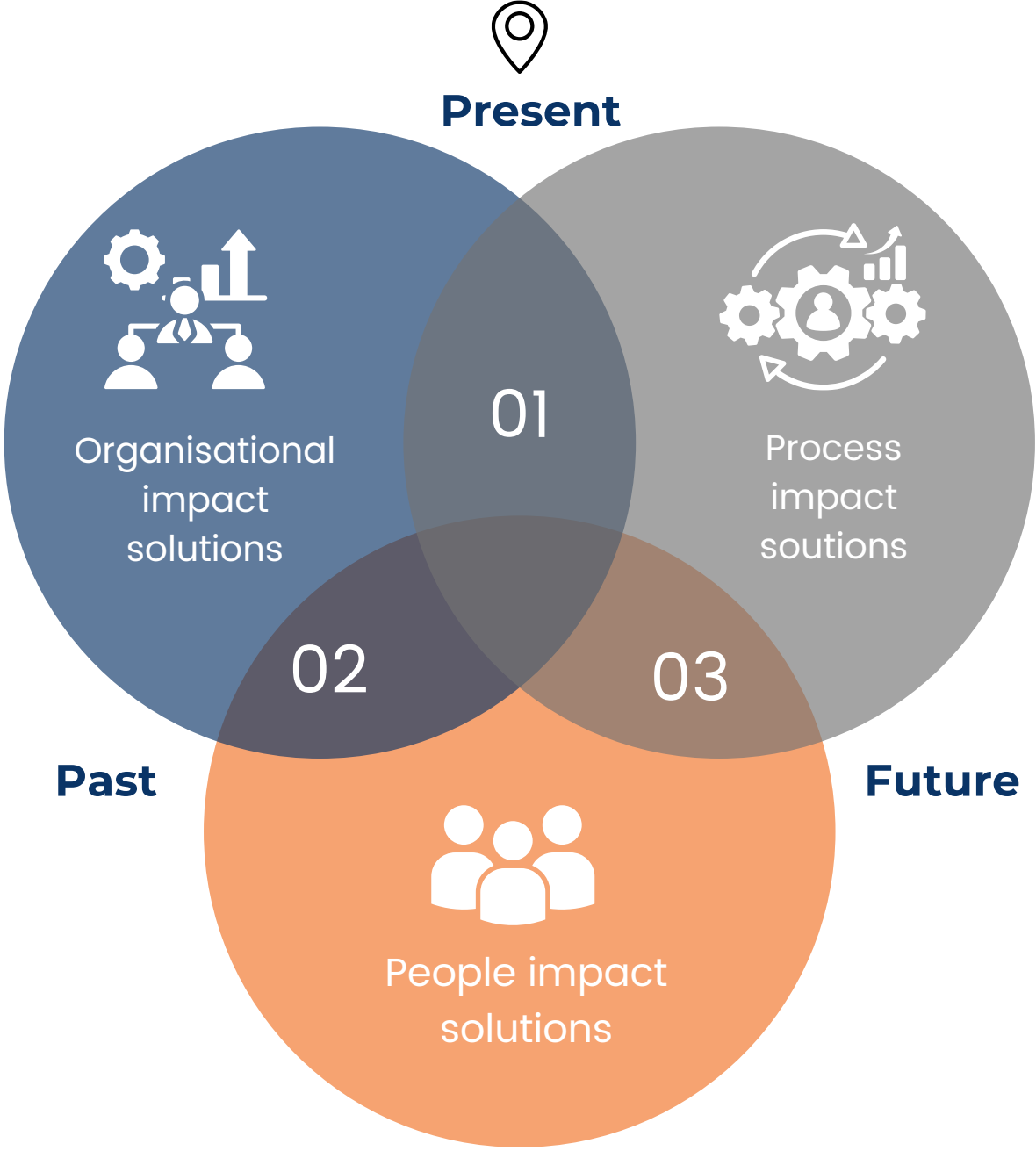
AFRICAN GROWTH  
AND OPPORTUNITY ACT

# AFRICAN GROWTH AND OPPORTUNITY ACT

- **country**

A continental organisation of 55 African countries, established in 2002 as the successor to the Organisation of African Unity (OAU, 1963–1999).

# Performance Improvement Context



01 | Impact Innovation

02 | Talent Optimisation

03 | Performance Architecture Innovation

# Road to Excellence



# Performance Improvement Approach

1

## Practice

Prioritising systemic views.



3

## Methodology

Systematic process steps to achieve results.



2

## Principles

Value and results focus by working alongside partners.

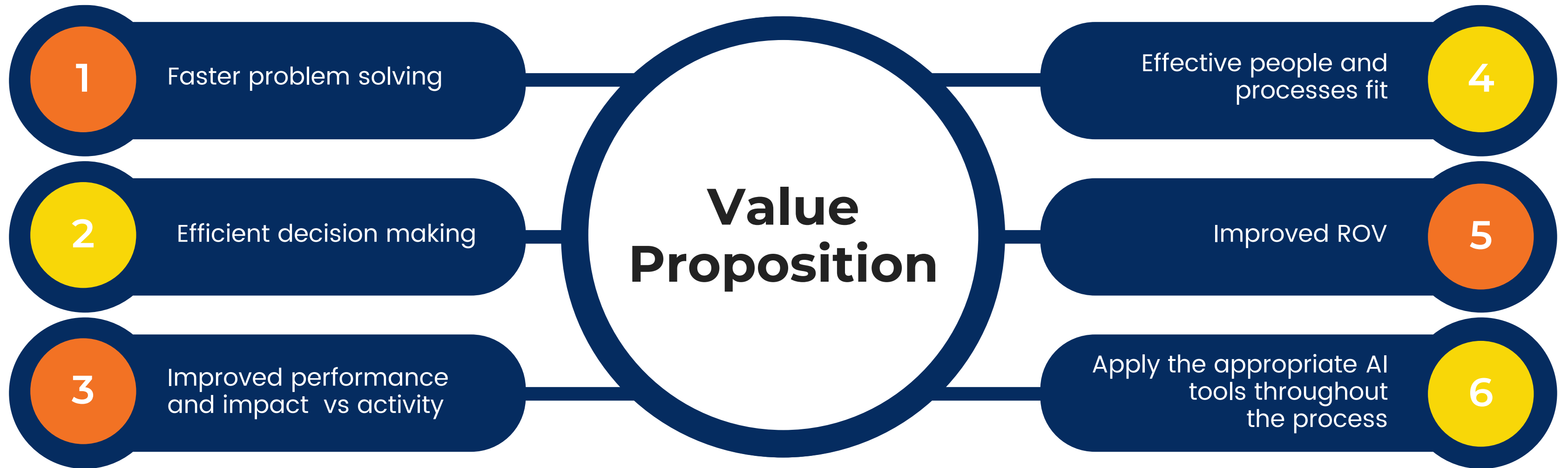


4

## Foundation

Input-process-output feedback system.





**WHAT IS THE  
PRACTICE ?**

# Performance Improvement Context



# Performance Improvement Promise



## Way of thinking

It is a way of thinking and doing – a performance mindset shift – how you think about and action performance.



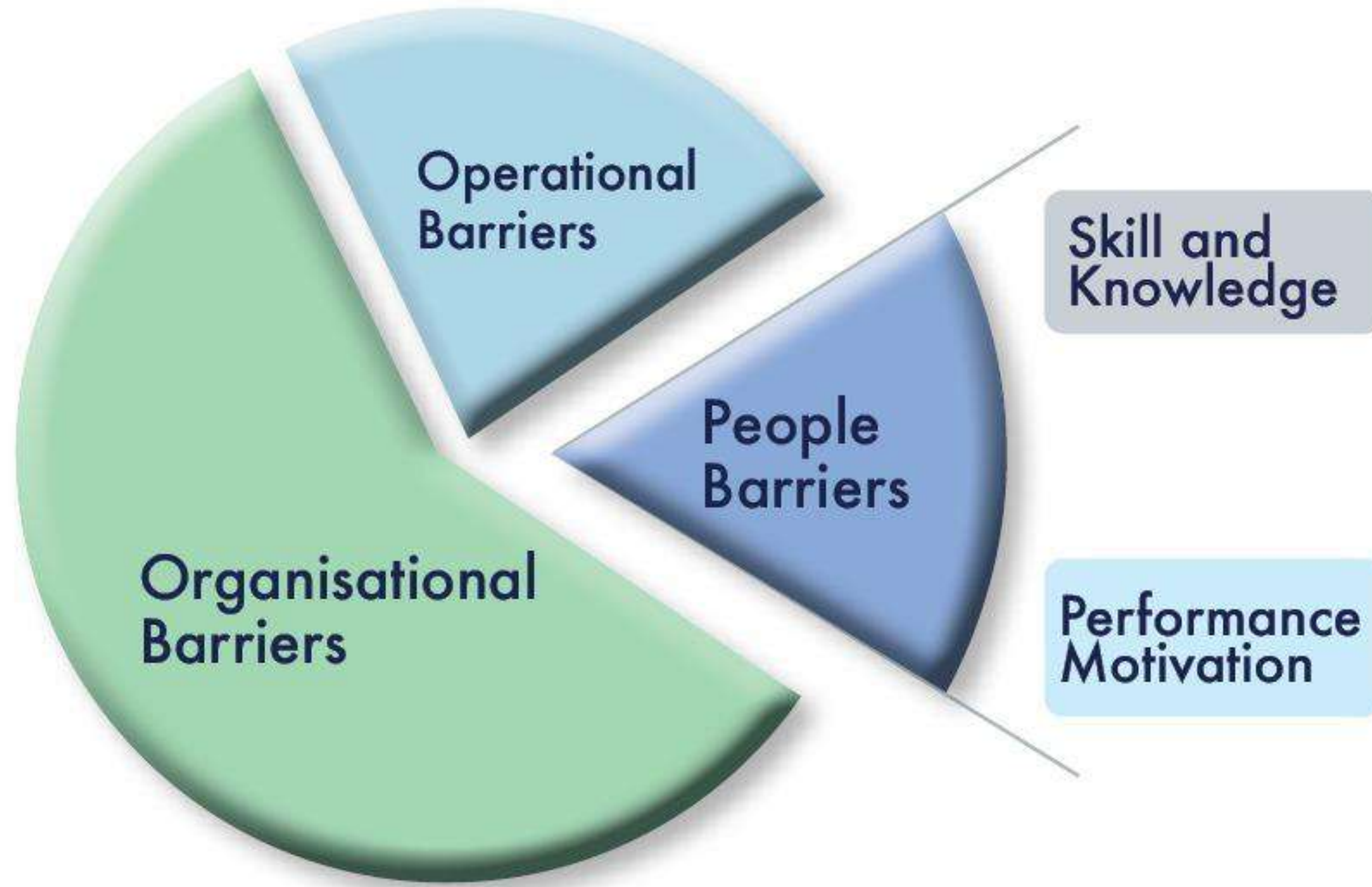
## Job outcome

It doesn't change the job title but the job outcome.

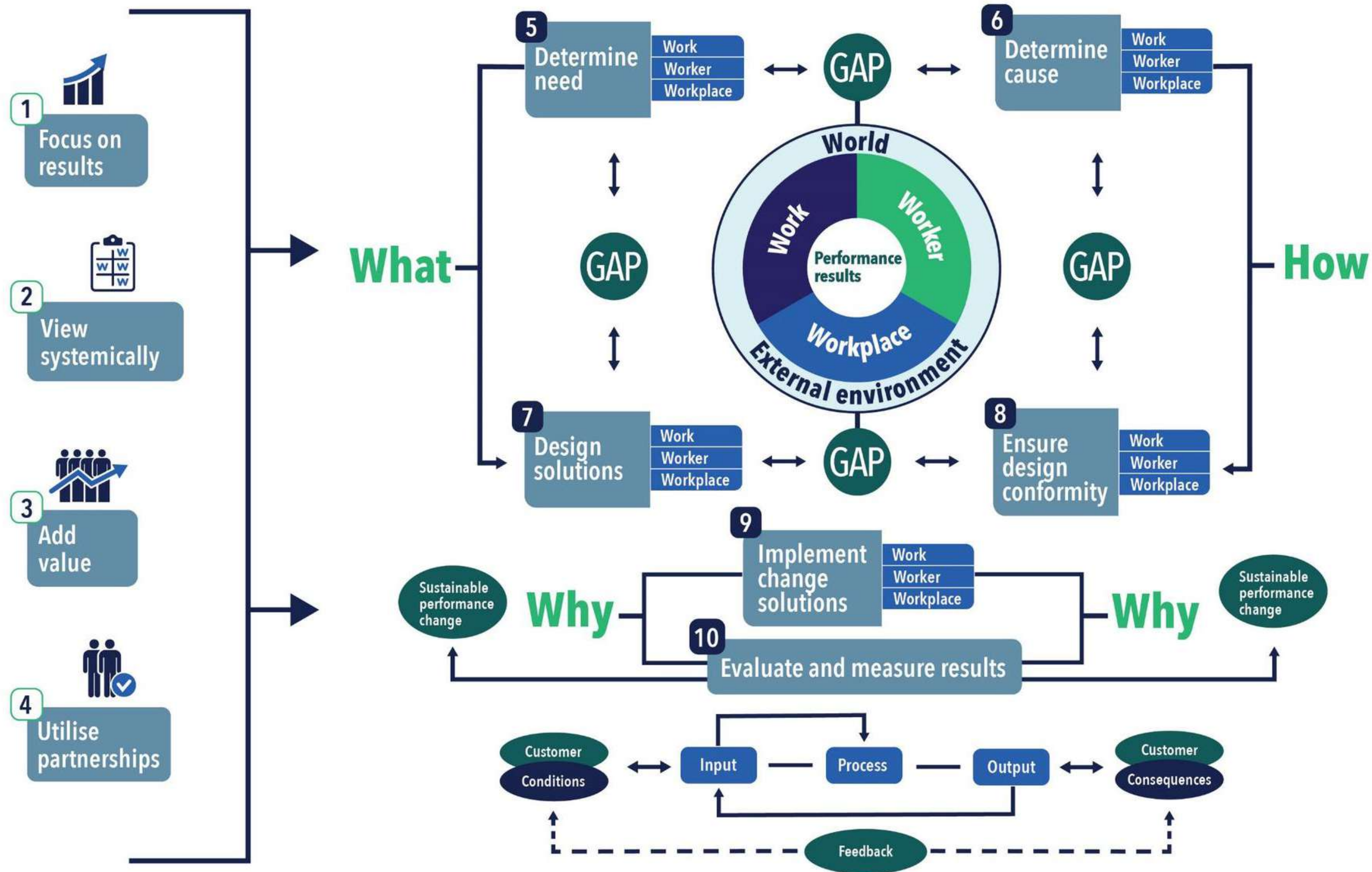
# PERFORMANCE IMPROVEMENT GOALS

The organisational, operational and people interdependencies must align and interconnect at all system levels. People deliver value that impacts performance outcomes in an organisation and society.

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**WHAT IS THE  
METHODOLOGY?**





# WHEN YOU CREATE A SOLUTION FOR A BUSINESS NEED, ASK THESE QUESTIONS:

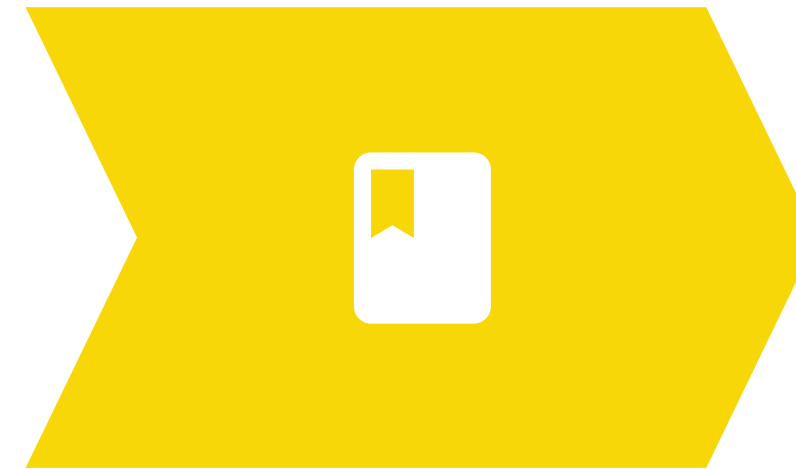
1. What are the people's expectations and needs?
  2. What is the impact on people?
  3. What is the value of AI tools?
-



What specific improvements are we aiming for?



How will we measure success?







What resources are required to achieve these goals?



What are the potential risks and how can we mitigate them?





# **ROADMAP TOOLS FOR EXCELLENCE AND SUCCESS**

**Identify and align**





	INPUT (what)	PROCESS (how)	OUTPUT (why)	Conditions and Risks
 <b>WORKPLACE</b> Strategic organisational system	<b>Stratey</b> <b>Vision</b> <b>Values</b>	<b>Process</b> <b>application</b> <b>and uptake</b>	<b>Government</b> <b>and risk</b>	
 <b>WORK</b> Tactical operational system	<b>Functional and</b> <b>technology</b> <b>strategy</b>	<b>Alignment of</b> <b>processes,</b> <b>procedures and</b> <b>technology</b>	<b>Compliance</b>	
 <b>WORKER</b> Technical people system	<b>People</b> <b>strategy</b>	<b>Competence</b> <b>and technology</b> <b>enablement</b>	<b>Rewards</b> <b>and recognition</b>	

INPUT





**Enable  
and  
change**

	INPUT (what)	PROCESS (how)	OUTPUT (why)	Agile and systems interconnectivity	PROCESS
 <p><b>WORKPLACE</b> Strategic organisational system</p>	Strategic alignment communicated	Collaborative resources and quality data	Sustainable customer focused performance change		
 <p><b>WORK</b> Tactical operational system</p>	Standards and policies changed	Streamline and simplify performance tools	Value chain alignment ownership		
 <p><b>WORKER</b> Technical people system</p>	People development plan	Business and performance mindset	COP(E) work-life balance and wellbeing		

**Empower  
and shift**

	INPUT (what)	PROCESS (how)	OUTPUT (why)	Continuous performance improvement	OUTPUT
 <b>WORKPLACE</b> Strategic organisational system	Cultures, values and performance improvement principles	Strategic performance mindset shifting	Engaged employees and ownership empowered		
 <b>WORK</b> Tactical operational system	Ethical practices	Technology, digital savvy and agile	Quality mindset		
 <b>WORKER</b> Technical people system	People and talent management in in future-fit learning AI world	Performance and strategic partnering	Service delivery impact		

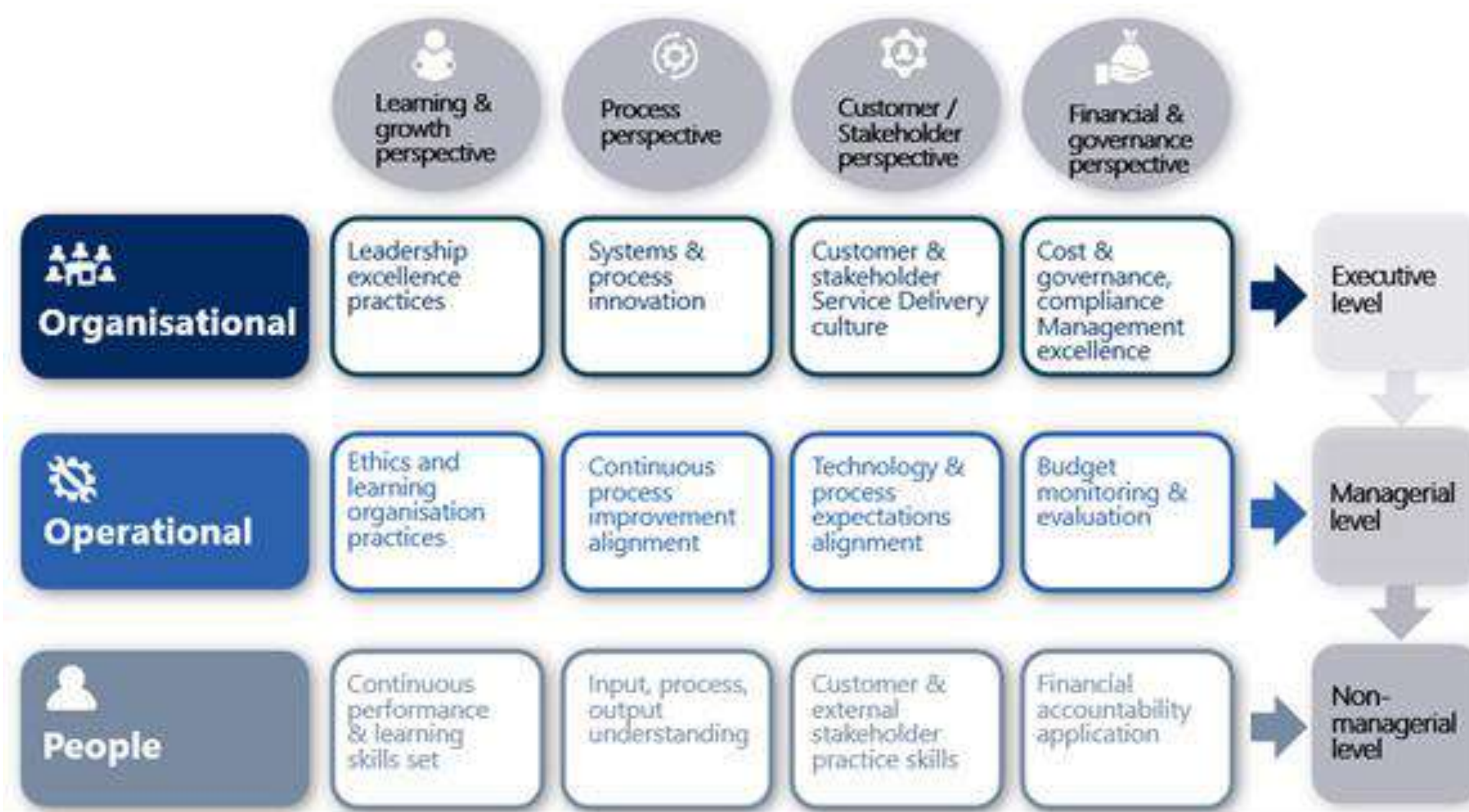
**Measure and sustain**

	INPUT (what)	PROCESS (how)	OUTPUT (why)
 <p><b>WORKPLACE</b> Strategic organisational system</p>	Organisational performance improvement strategy	Learning organisation culture	Improved market share and positive share price upliftment
 <p><b>WORK</b> Tactical operational system</p>	Systemic and systematic performance improvement	Continuous process improvement and operational excellence practices	Continuous and just-in-time measures and changes
 <p><b>WORKER</b> Technical people system</p>	Continuous performance improvement accountability	Community of Practice and Excellence (COPE) and capacity building through people life cycle	Measure and sustain continued outperformance

**Impact business improvement to outperformance**

**SUSTAINABILITY**

# Balance Internal and External Success Indicators





**ISPI<sup>®</sup>**  
**AFRICA**

**Community of  
Performance Sustainability**

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