ISPI EMEA
Europe - Middle East - Africa
The Performance Systems Network

Why Performance Improvement & CPT?

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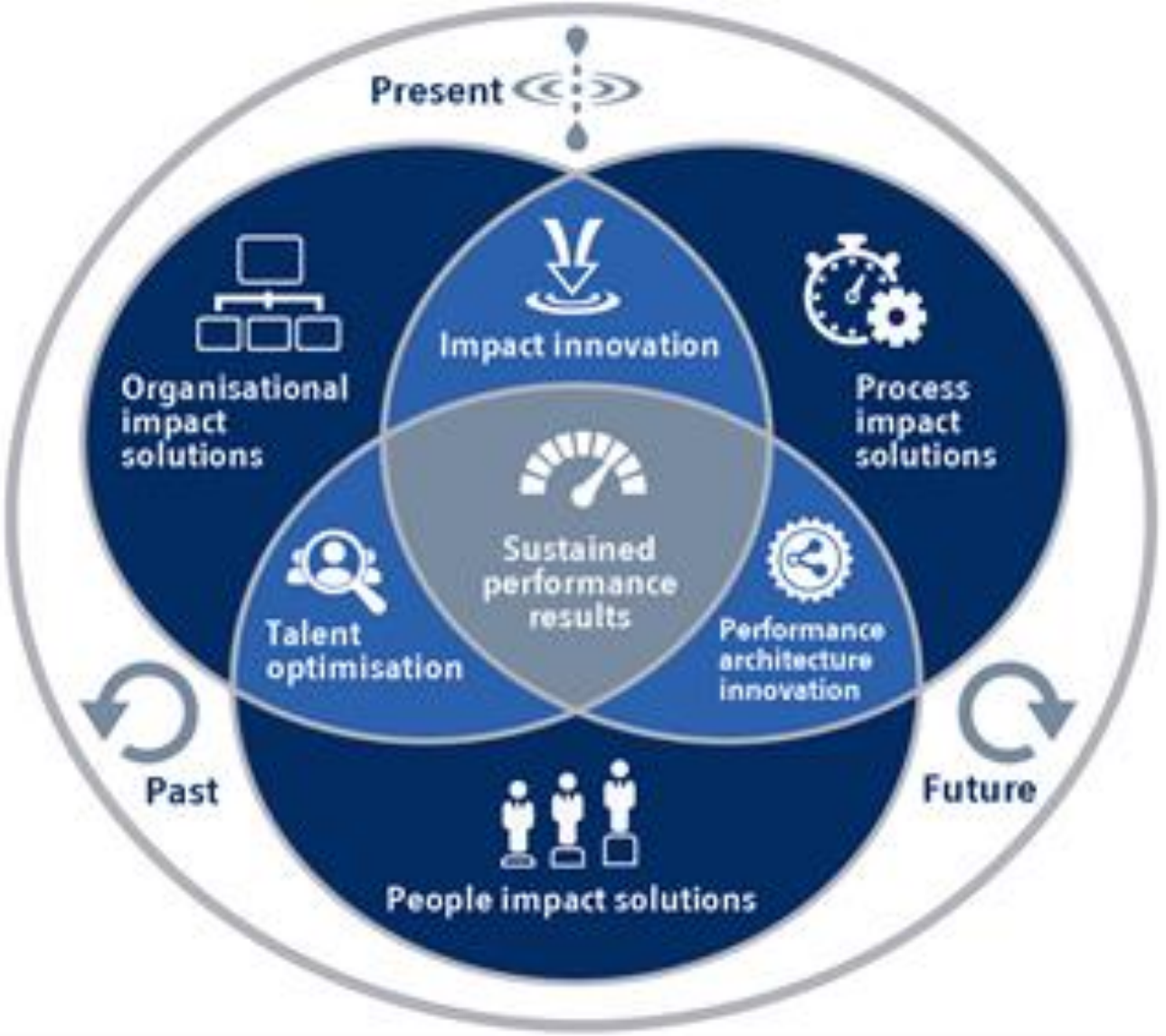
Performance Improvement Context



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Systemic View

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Road to Excellence

FOCUSING ON RESULTS AND OUTCOMES

APPLYING A SYSTEMIC AND SYSTEMATIC WAY TO OUR WORK

FOCUSING ON VALUE CREATION

PARTNERING WITH ALL STAKEHOLDERS

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Performance Improvement Approach

1. **Practice**
   Systemic view

2. **Principles**
   Value and results focus by working with partners

3. **Methodology**
   Systematic process steps to achieve results

4. **Foundation**
   Input-process-output feedback system

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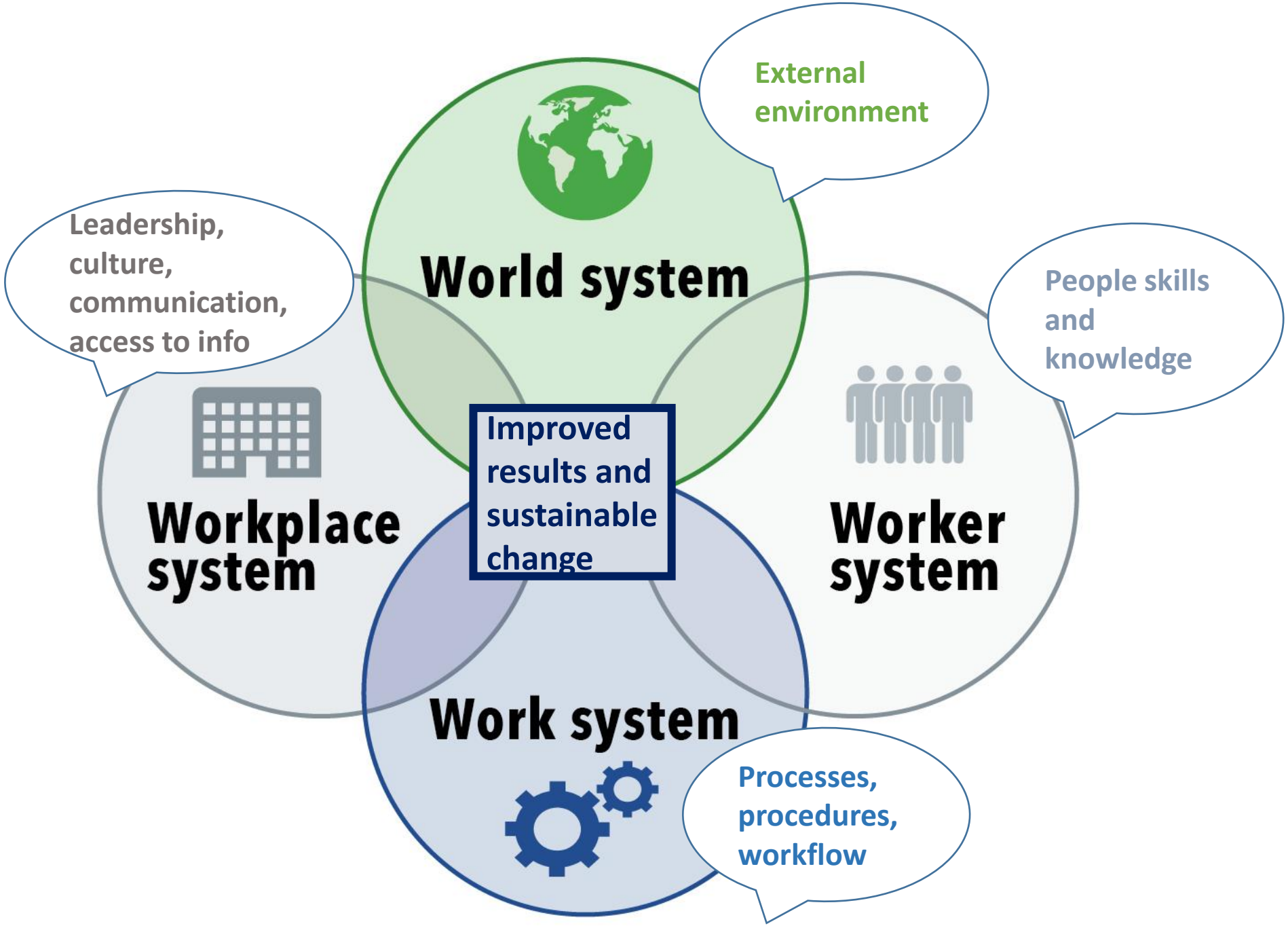
Value Proposition

- **Faster problem solving**
- **Efficient decision making**
- **Improved performance value and impact vs activity**
- **Effective people and processes fit**
- **Improved ROV**
- **Apply the appropriate AI tools throughout the process**

What is the practice?

World/external environment
Work/tactical operational level
Worker/technical people level
People and Organisational Performance
Workplace/strategic organisation level
External environment


External environment
World system
Leadership, culture, communication, access to info
People skills and knowledge
Improved results and sustainable change
Workplace system
Worker system
Work system
Processes, procedures, workflow

Performance Improvement promise

- It is a way of thinking and doing – a performance mindset shift – how you think about performance.
- Assessment and cause analysis can be quick and effective, depending on the size of the need or problem—small-scale or large-scale.
- It doesn’t change the job title—it changes the job output—and any employee must think this way.

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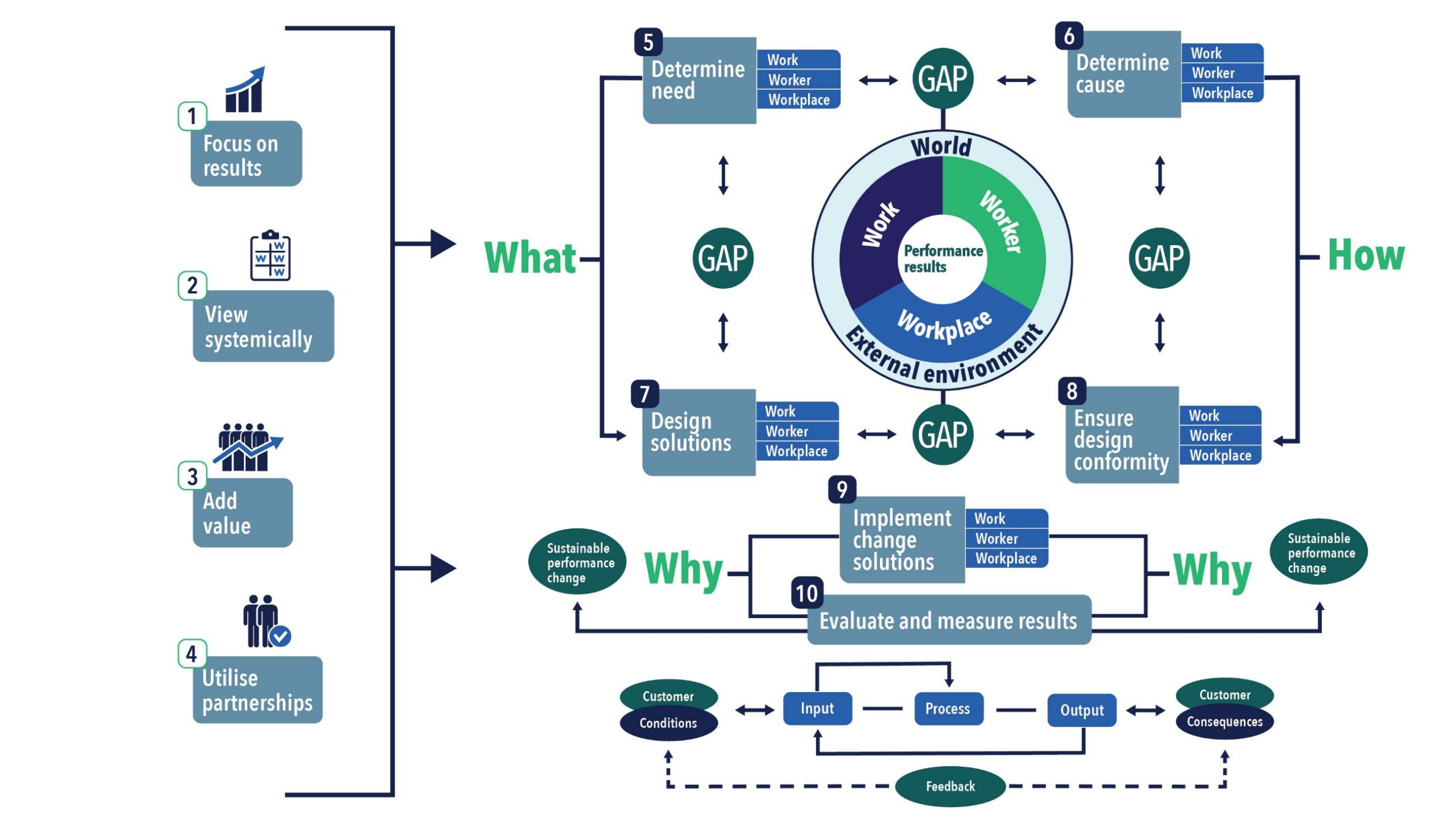
Performance Improvement Goal

The organisational, operational and people interdependencies must align and interconnect at all system levels.

People deliver value and impact performance outcomes in an organisation.

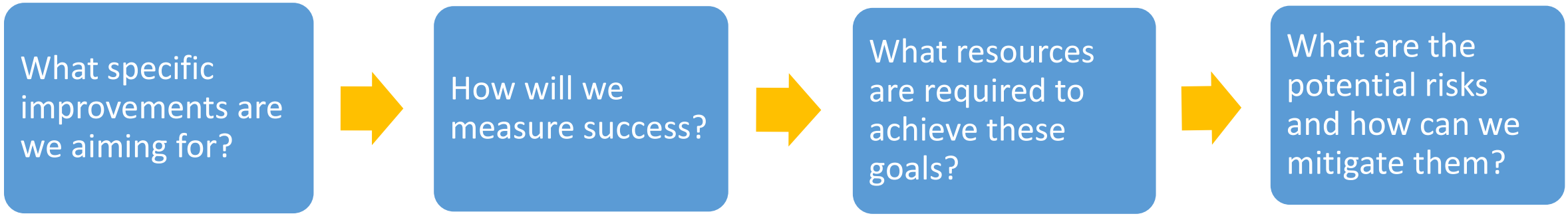
Operational Barriers
Skill and Knowledge
People Barriers
Performance Motivation
Organisational Barriers

What is the methodology?


1
Focus on results
2
View systemically
3
Add value
4
Utilise partnerships
What
How
5
Determine need
Work
Worker
Workplace
GAP
6
Determine cause
Work
Worker
Workplace
GAP
World
Work
Worker
Workplace
Performance results
External environment
GAP
GAP
7
Design solutions
Work
Worker
Workplace
GAP
8
Ensure design conformity
Work
Worker
Workplace
Why
Why
Sustainable performance change
Sustainable performance change
9
Implement change solutions
Work
Worker
Workplace
10
Evaluate and measure results
Customer
Conditions
Input
Process
Output
Customer
Consequences
Feedback

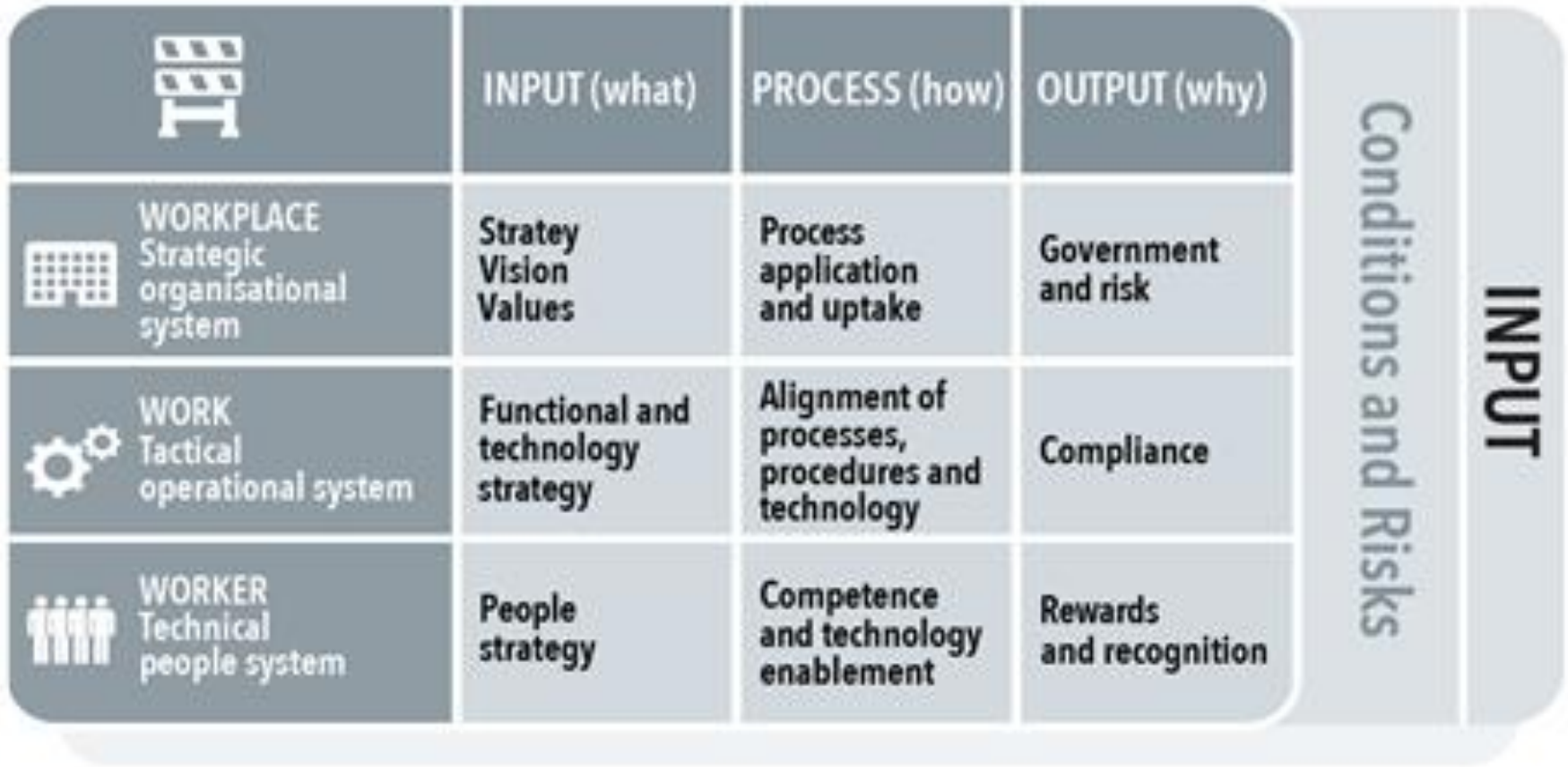
When you create a solution for a business need, ask these questions:

- What are the people’s expectations and needs behind it?
- What is the impact on people?
- What will the value of AI tools be?


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)
WORKPLACE Strategic organisational system	Stratey Vision Values	Process application and uptake	Government and risk
WORK Tactical operational system	Functional and technology strategy	Alignment of processes, procedures and technology	Compliance
WORKER Technical people system	People strategy	Competence and technology enablement	Rewards and recognition

Conditions and Risks

INPUT

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Enable and change

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

Agile and systems interconnectivity

PROCESS

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Empower and shift

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

Continous performance improvement

OUTPUT

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Measure and sustain

	INPUT (what)	PROCESS (how)	OUTPUT (why)
WORKPLACE Strategic organisational system	Organisational performance improvement strategy	Learning organisation culture	Improved market share and positive share price upliftment
WORK Tactical operational system	Systemic and systematic performance improvement	Continous process improvement and operational excellence practices	Continous and just-in-time measures and changes
WORKER Technical people system	Continous 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

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Balance Internal and External Success Indicators

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Questions?

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