



INTERNATIONAL SOCIETY FOR
PERFORMANCE IMPROVEMENT

Why is Performance Improvement Important for Africa?

Kigali, Rwanda, 20 – 22 November 2024

BELIA NEL

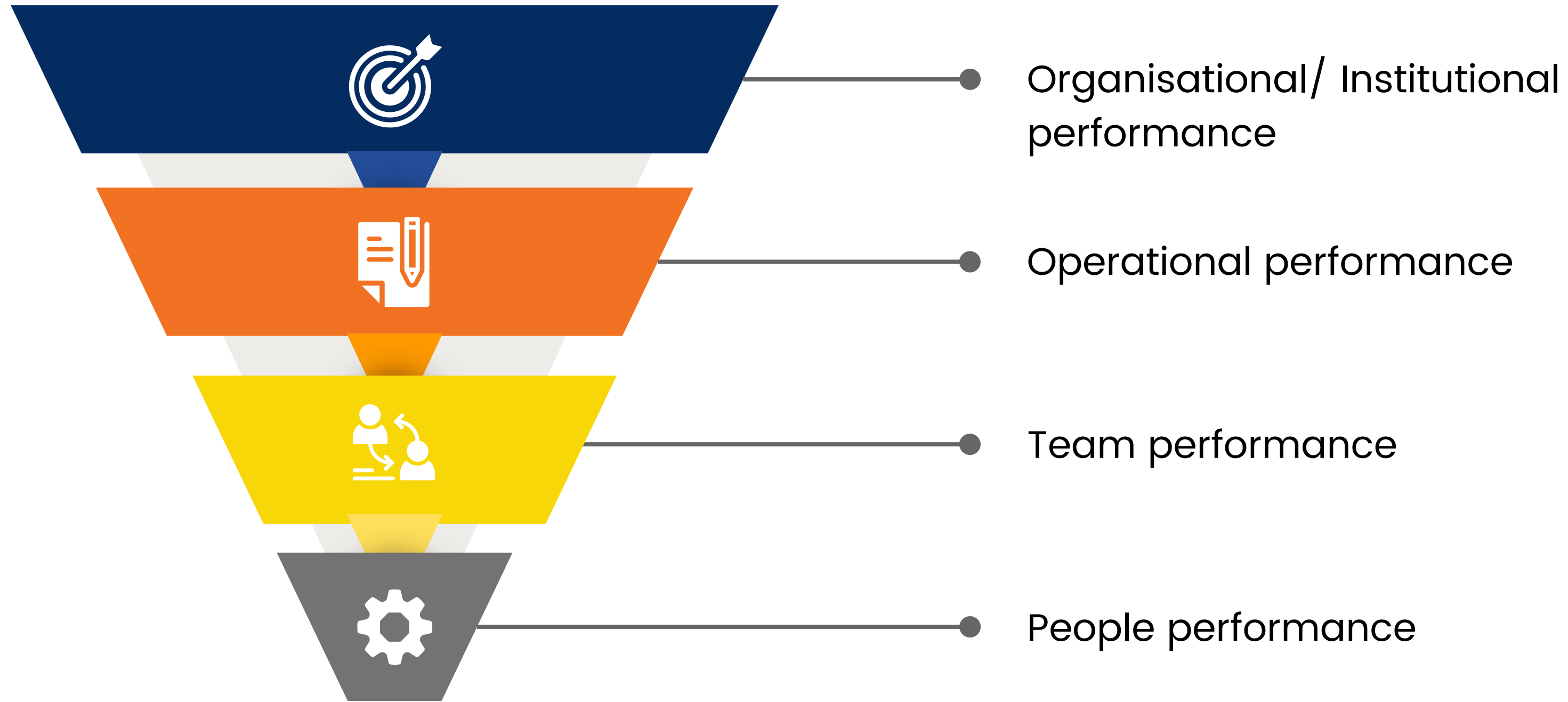


AFRICA HUMAN RESOURCES SUMMIT

Aligning Human Resources Strategy and Practices
to African Union Agenda 2063

20th - 22nd 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

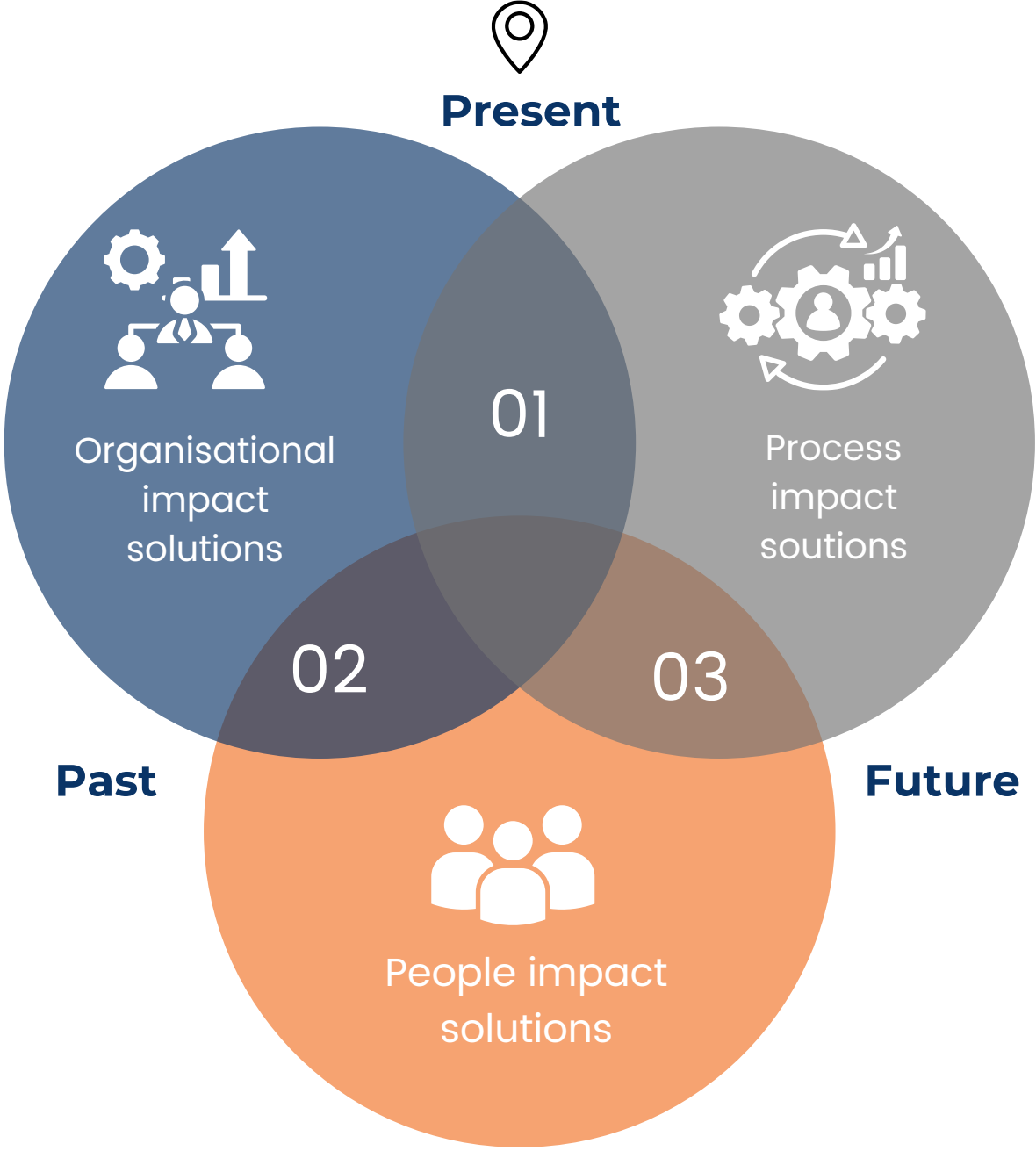
AFRICAN GROWTH
AND OPPORTUNITY ACT

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.

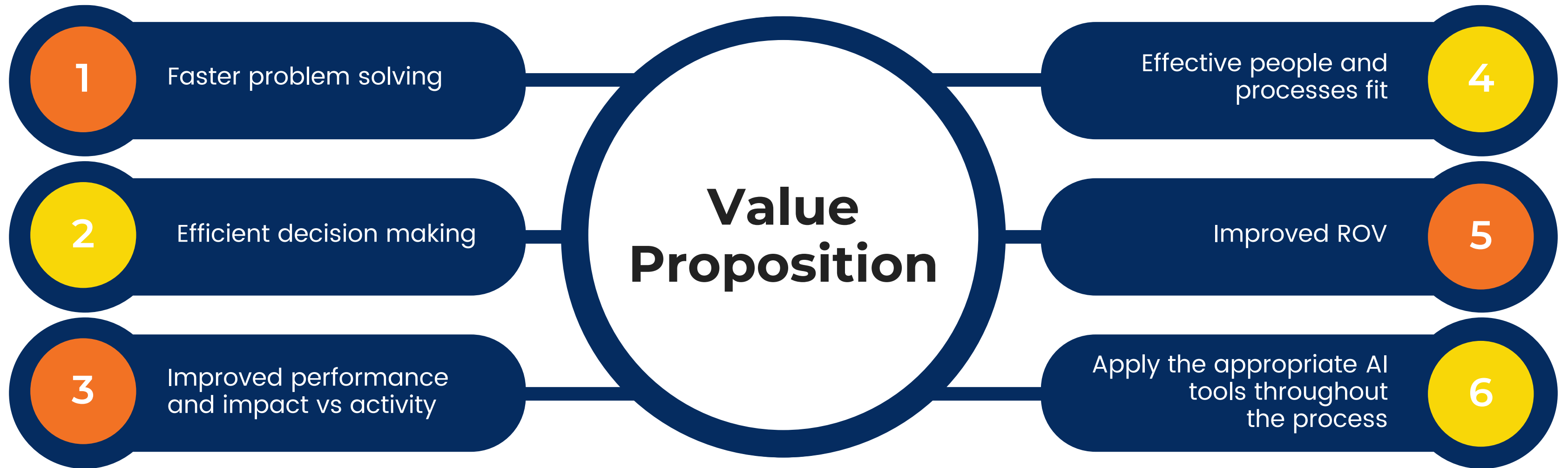


4

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.

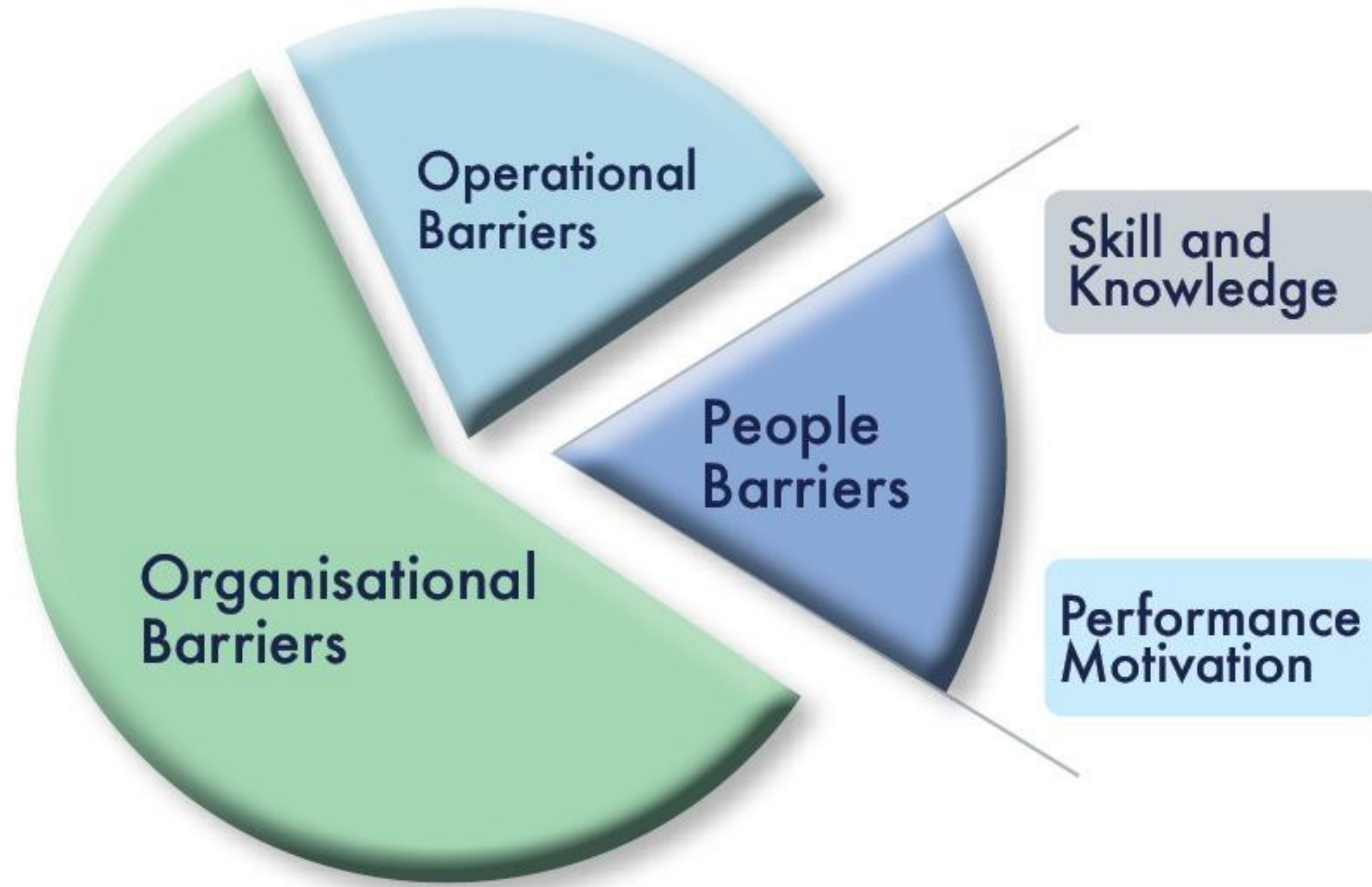


Job outcome

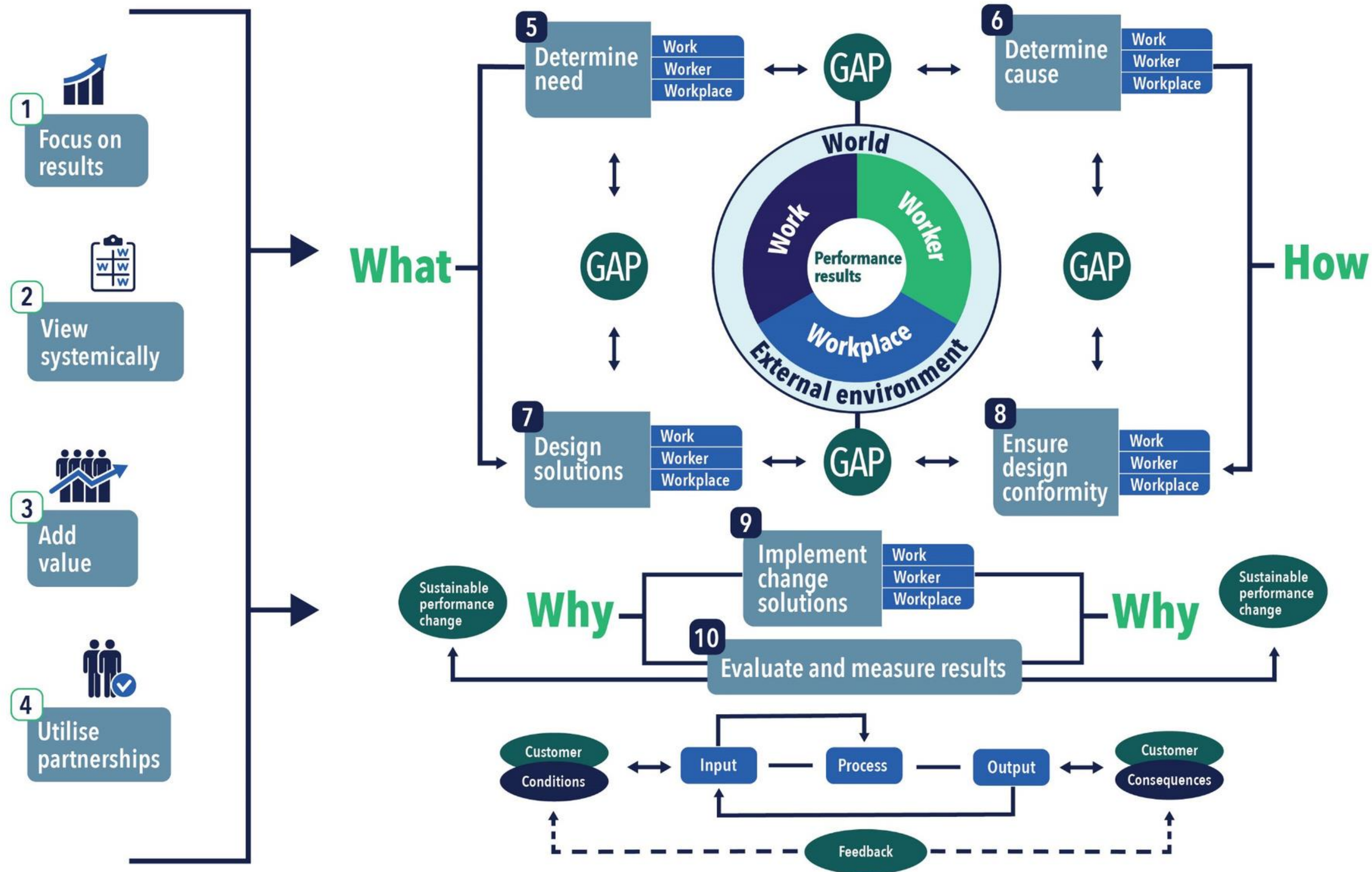
It doesn't change the job title but the job outcome.

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.



**WHAT IS THE
METHODOLOGY?**





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

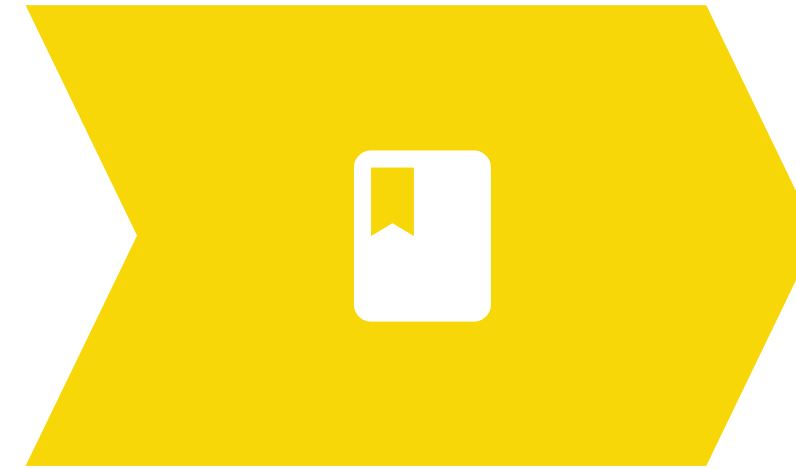
1. What are the people's expectations and needs?
2. What is the impact on people?
3. What is the value of AI tools?



What specific improvements are we aiming for?



How will we measure success?







What resources are required to achieve these goals?




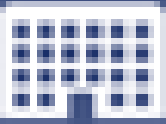


What are the potential risks and how can we mitigate them?

ROADMAP TOOLS FOR EXCELLENCE AND SUCCESS


Identify and align

	INPUT (what)	PROCESS (how)	OUTPUT (why)	Conditions and Risks	INPUT
 WORKPLACE Strategic organisational system	Strategy 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		





**Enable
and
change**

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

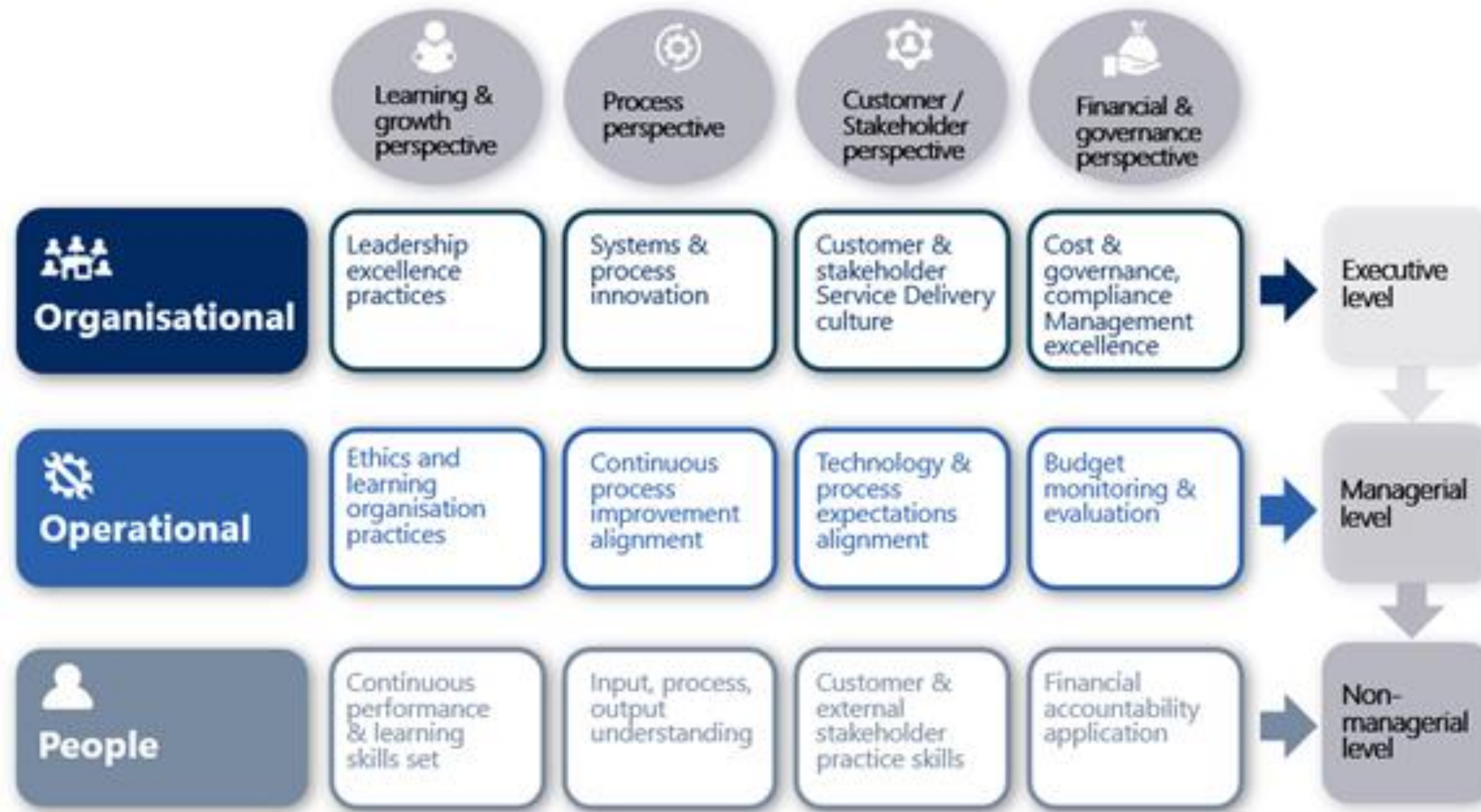
Empower and shift

	INPUT (what)	PROCESS (how)	OUTPUT (why)	Continuous performance improvement	OUTPUT
 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		

Measure and sustain

	INPUT (what)	PROCESS (how)	OUTPUT (why)	Impact business improvement to outperformance	SUSTAINABILITY
 <p>WORKPLACE Strategic organisational system</p>	Organisational performance improvement strategy	Learning organisation culture	Improved market share and positive share price upliftment		
 <p>WORK 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>WORKER 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		

Balance Internal and External Success Indicators





ISPI[®]
AFRICA

**Community of
Performance Sustainability**

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