



**ISPI<sup>®</sup> 25**

---

**Jacksonville, Florida**

**improvid**  
International Certifications Centre

# Why are Performance Improvement & CPT Important?

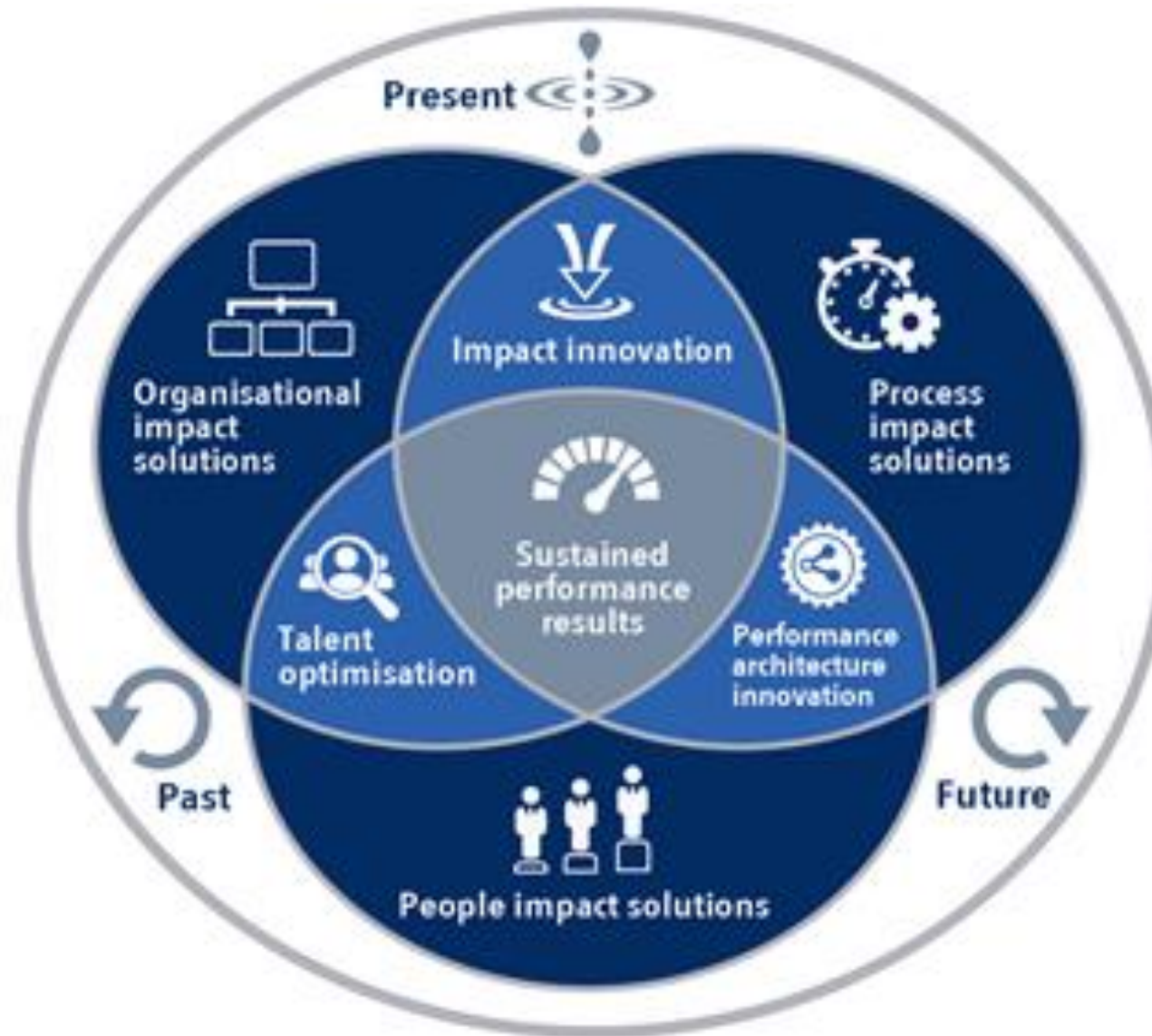
**Belia Nel, Lifelong CPT**

[belia@improvid.co.za](mailto:belia@improvid.co.za)

[Improvid.co.za](http://Improvid.co.za)

+27 82 4585851

# Performance Improvement Context





**ISPI®**



**International Society for  
Performance Improvement®**

WHERE KNOWLEDGE  
BECOMES KNOW-HOW

# Systemic View



**Systemic  
View**



**Systems  
Thinking**

# 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**

# 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

# Value Proposition



**Faster problem solving**



**Efficient decision making**



**Improved performance value and impact vs activity**



**Effective people and processes fit**



**Improved ROV**



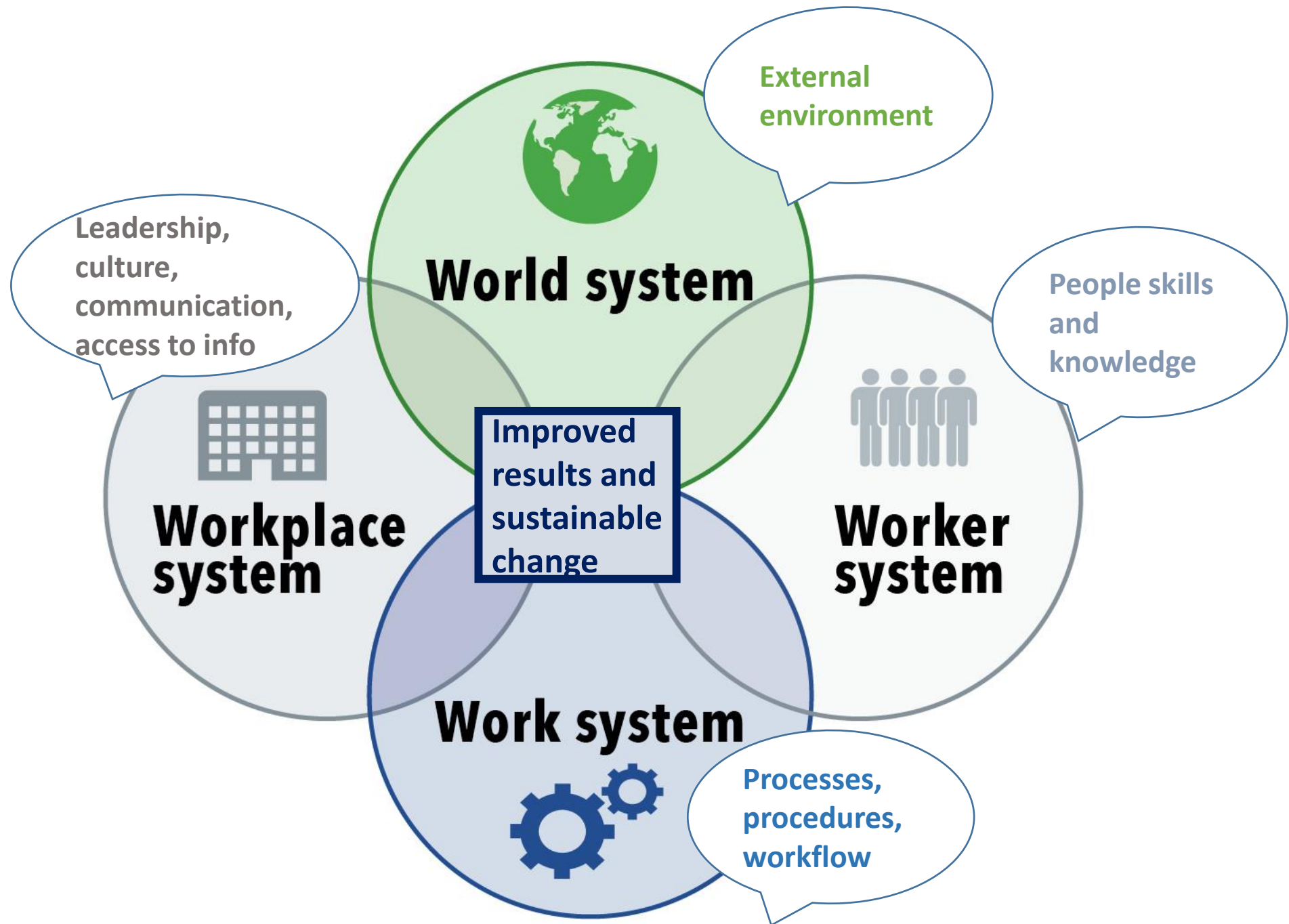
**Apply the appropriate AI tools throughout the process**





What is the practice?





**Systemic  
View**



**Systems  
Thinking**

# 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.

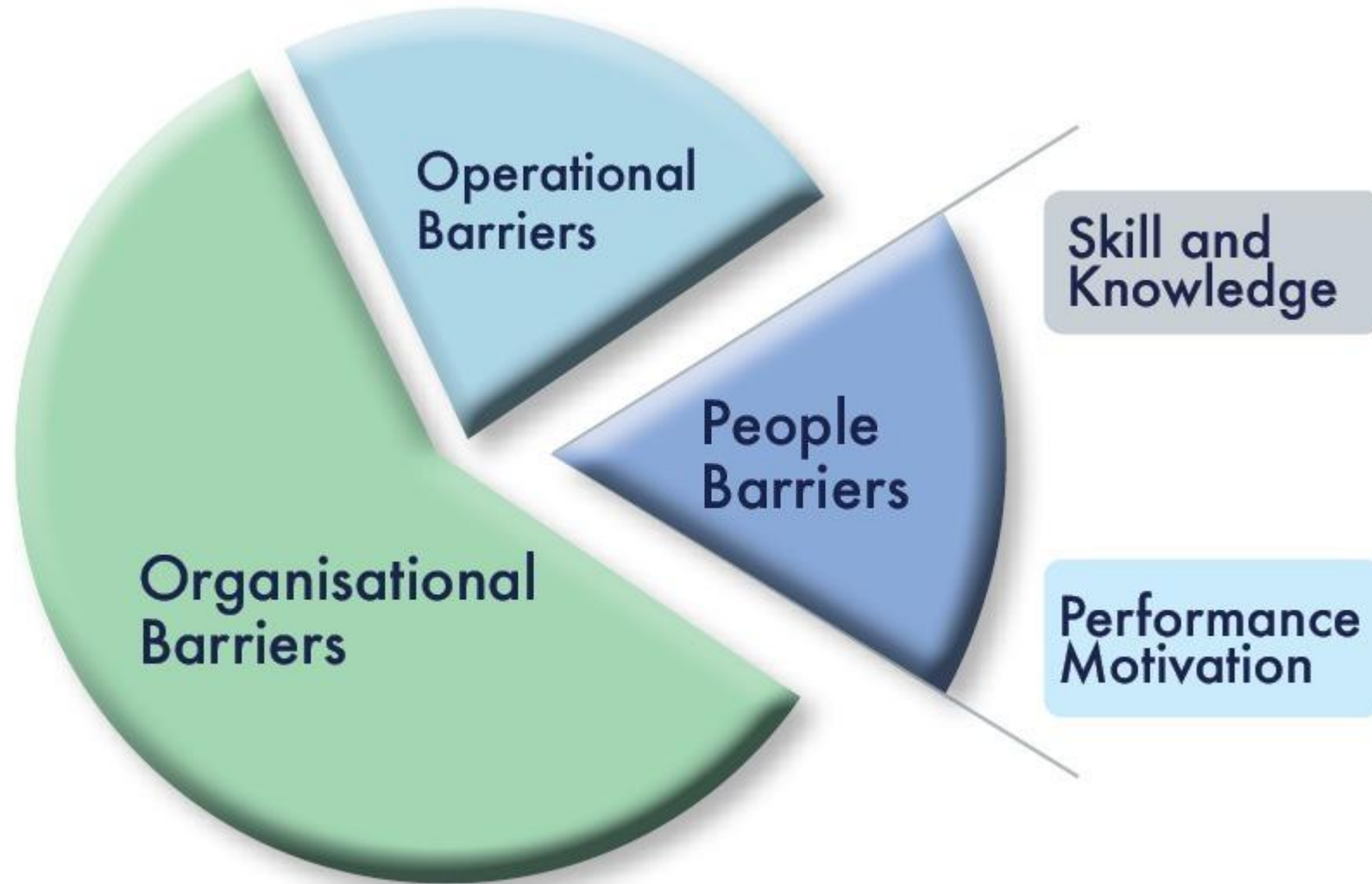
# Performance Improvement Goal

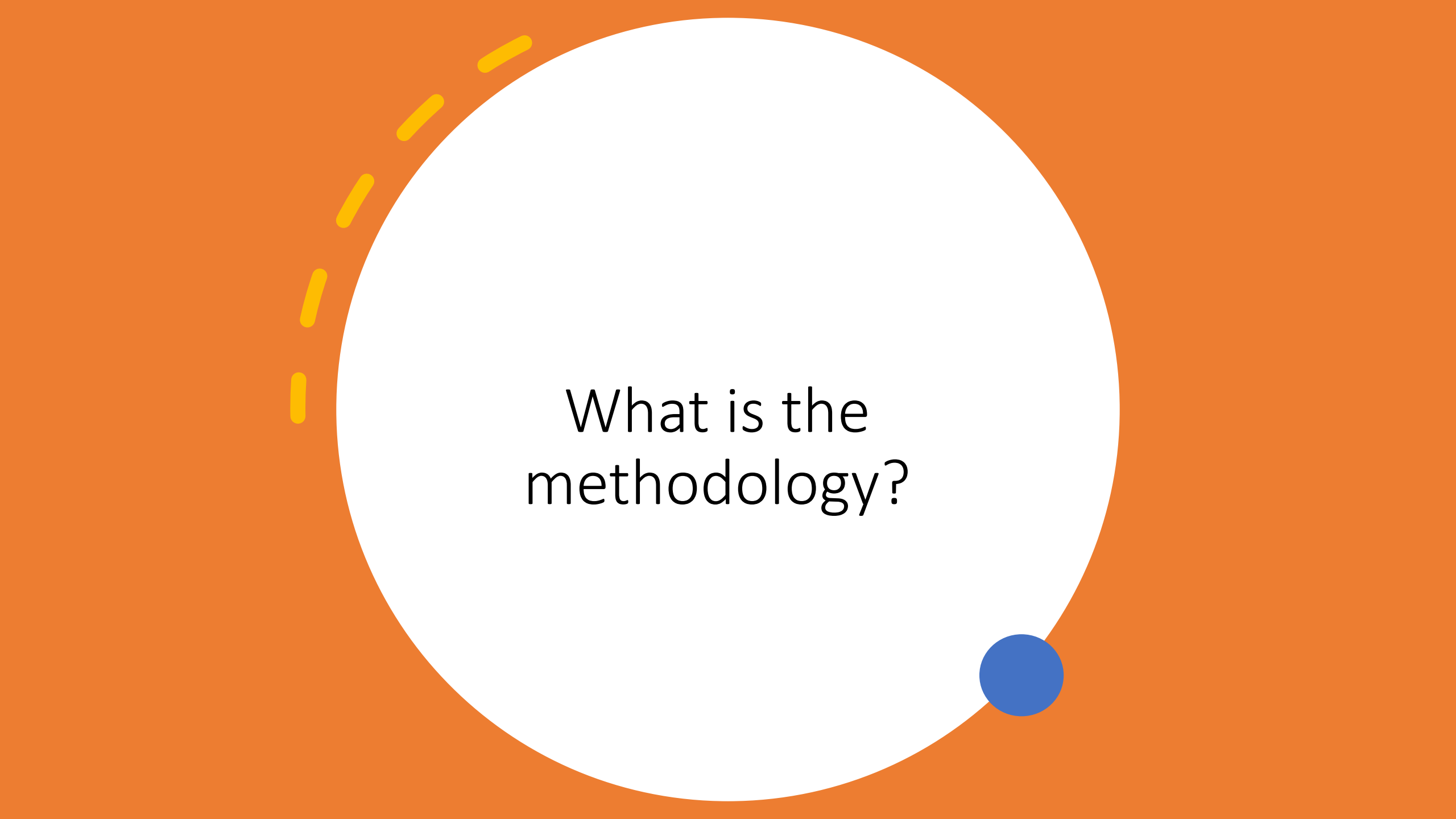
The organisational, operational and people interdependencies must align and interconnect at all system levels.

People deliver value and impact performance outcomes in an organisation.



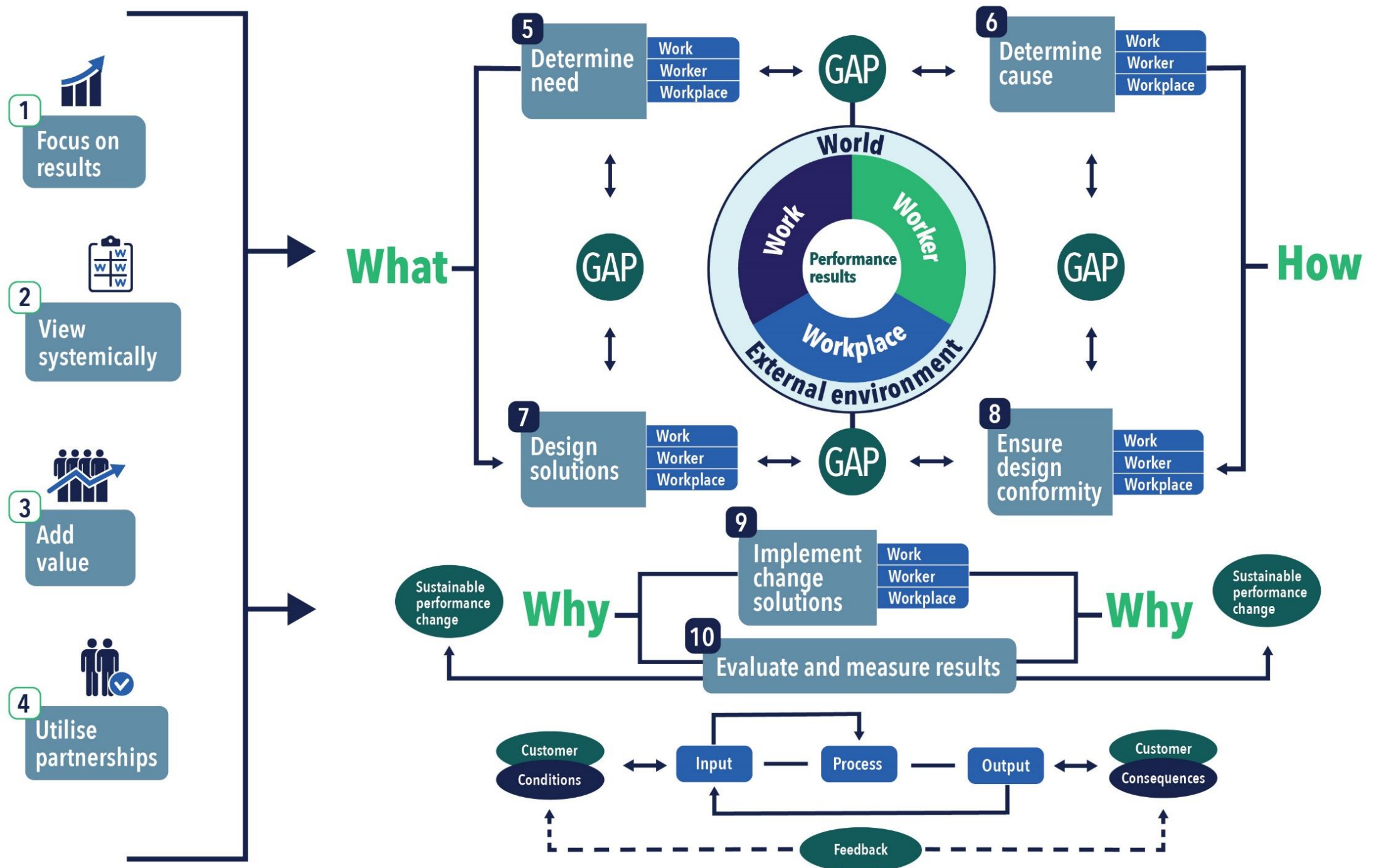






What is the  
methodology?







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)	Conditions and Risks	INPUT
 <b>WORKPLACE</b> Strategic organisational system	Strategy Vision Values	Process application and uptake	Government and risk		
 <b>WORK</b> Tactical operational system	Functional and technology strategy	Alignment of processes, procedures and technology	Compliance		
 <b>WORKER</b> 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
 <b>WORKPLACE</b> Strategic organisational system	Strategic alignment communicated	Collaborative resources and quality data	Sustainable customer focused performance change		
 <b>WORK</b> Tactical operational system	Standards and policies changed	Streamline and simplify performance tools	Value chain alignment ownership		
 <b>WORKER</b> Technical people system	People development plan	Business and performance mindset	COP(E) work-life balance and wellbeing		





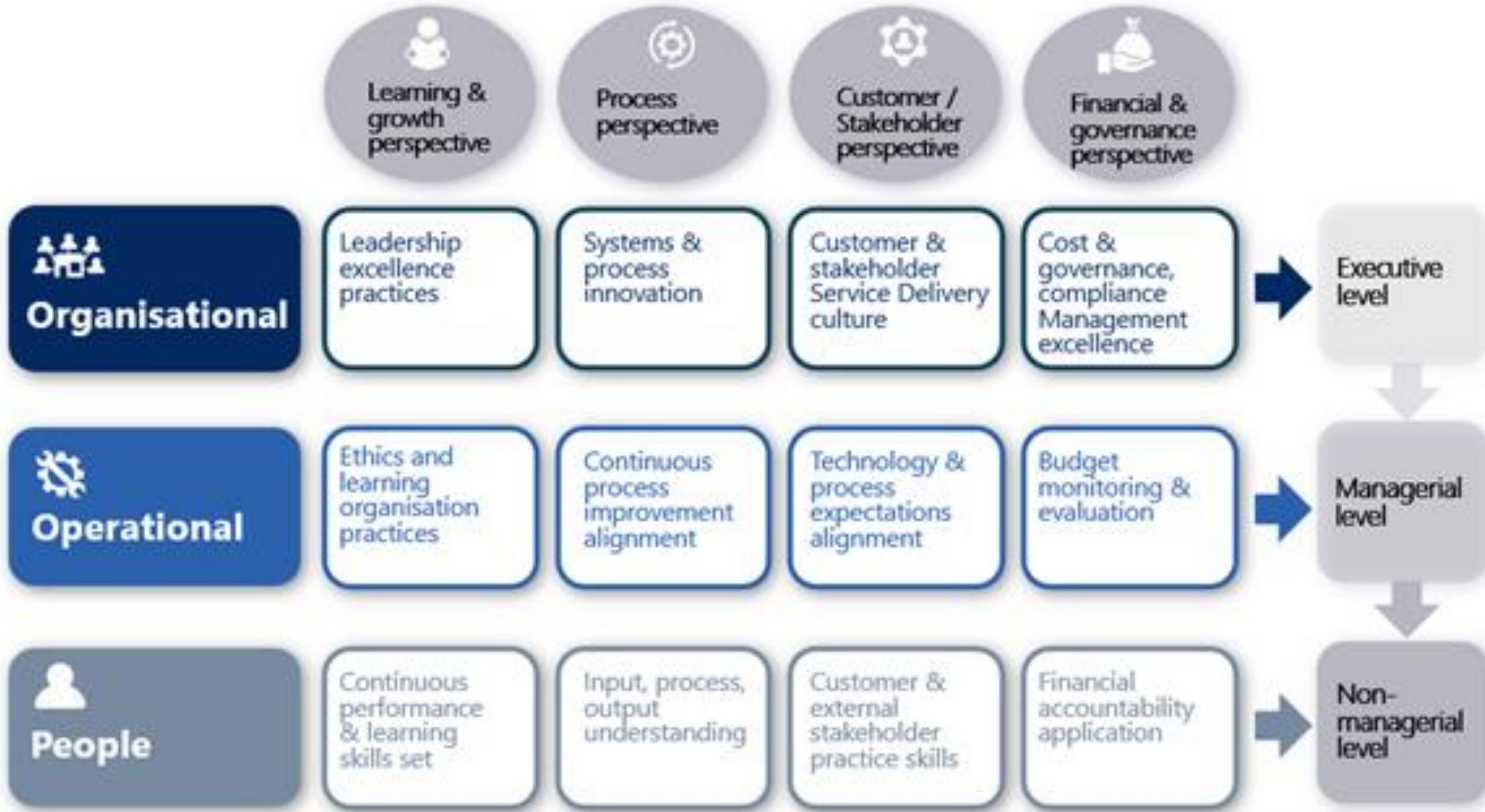
	INPUT (what)	PROCESS (how)	OUTPUT (why)	Continuous performance improvement	OUTPUT
 <b>WORKPLACE</b> Strategic organisational system	Cultures, values and performance improvement principles	Strategic performance mindset shifting	Engaged employees and ownership empowered		
 <b>WORK</b> Tactical operational 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)	Impact business improvement to outperformance	SUSTAINABILITY
 <b>WORKPLACE</b> Strategic organisational system	Organisational performance improvement strategy	Learning organisation culture	Improved market share and positive share price upliftment		
 <b>WORK</b> Tactical operational system	Systemic and systematic performance improvement	Continuous process improvement and operational excellence practices	Continuous and just-in-time measures and changes		
 <b>WORKER</b> Technical people system	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



# Thank You!

## Questions?



[Belia@improvid.co.za](mailto:Belia@improvid.co.za)

[www.improvid.co.za](http://www.improvid.co.za)

+27 82 4585851