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Organisational Performance

The core of an organisation's performance is how effectively and efficiently its people, processes and technologies interact to utilise its financial resources to achieve its vision and objectives.

This is even more important as the environment all organisations operate within change at an ever increasing pace and is applicable to all sectors.

Many organisations identify and deal with issues relating to only one of these aspects at a time, undermining the real operational performance improvements, which can be gained by addressing the inter-relatedness and interconnectivity of all these activities.

CMA can help identify areas where improvements are required and apply the appropriate, tools, techniques, measures and mechanisms to ***deliver sustainable results***.

- Performance management frameworks
 - Performance monitoring in itself will not achieve an organisation's goals, it only measures past performance and does not provide the information required to actively and effectively manage an organisation
 - A performance management framework is individual to a particular organisation and used to clearly identify its priorities and non-priorities
 - Dependant on the sector it operates in, level of maturity and scale
 - Needs to directly connect its vision, objectives and priorities to financial/budget management, capability and capacity, risk management and reward and recognition
 - A personalised Balanced Scorecard, Competency and Capacity frameworks, amongst others, can be used to bind these into a comprehensive performance management system



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- Process Management
 - Funds in most organisations are absorbed by inefficient, ineffective, duplicated or redundant processes
 - Business Process Re-engineering (BPR) identifies areas where capacity can be released
 - Business Process Improvement (BPI) enables the organisation to continually assess itself and make appropriate improvements
 - The combination of both will initially increase the efficiency and effectiveness of an organisation and embed the skills to continuously improve
 - Linked to the performance management system
- Reward and recognition strategies
 - Need to be directly linked to organisation's strategic objectives via the performance management system
 - Need to reflect the key skills, competencies and behaviours required for the organisation to succeed
 - Need to be fair and acknowledged by the people as such
 - Provide the bedrock of attracting and retaining the right people at all levels within the organisation
- Innovation development
 - Innovation happens at all levels within an organisation
 - Normally uncoordinated and disconnected to the organisation's specific goals
 - Vital to the continuous improvement in an organisation's performance, whether creating new product or services or performance improvements
 - It needs to optimise the development and commercial exploitation of Intellectual Property Rights (IPR's)
 - The organisation's talents need to be harnessed and focussed in a managed way
 - Needs to be linked to the performance management framework



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- Risk management
 - Managing risk is becoming an increasingly important factor for all organisations
 - Quantifying risks, identifying mitigating actions and actively managing them are crucial to effective decision making
 - Risk Management needs to be embedded in the organisation's decision making process
 - Enables a controlled and managed move from a risk averse culture to a more innovative, risk taking and risk aware culture

- Information Communication Technology
 - Utilising the appropriate technologies is crucial to the efficient and effective management of organisations today
 - However, inappropriate use can have exactly the opposite effect
 - Technological solutions need to “wrap around the people and processes” not determine what those people and processes should be
 - Careful analysis of the cost benefits is crucial
 - Continuous tracking of the benefits is essential
 - Identification of the need and tracking of the benefits needs to be directly linked to the performance management system

- Organisational design, form and function
 - There is no ideal organisational structure
 - An organisation need to be able to form and reform as its environment changes
 - It needs to be able to utilise its people, processes and technologies in the most effective and efficient way to meet the challenges it faces
 - Must make sense to the people within the organisation
 - Must be linked to its performance management system

For further information please contact us at enquires@cmassociates.co.uk or by phone on +44(0)7766 052251.