



Performance
Management
Lifecycle

- Report actual vs. planned performance
- Analyze measure performance & measure linkages/correlation
- Present performance results to internal & external stakeholders
- Develop corrective action plans and performance improvement initiatives
- Reward organization for improved performance

- Define/refine strategic mission, goals and objectives
- Specify agency priorities
- Align performance measures to budgeting activities (statement of net cost)
- Set performance targets by measure
- Gauge progress towards strategy by assessing measure performance
- Add new measures; re-evaluate existing measures aligned to strategic goals/objectives

- Outline performance management process & timeline
- Prepare data sources for performance data collection
- Collect, standardize and verify performance data
- Perform outreach to organization about measures and work impact
- Train performance management tool users
- Train employees how to manage against measures

- Define/refine performance measures
 - Measure purpose
 - Calculation formula
 - Desired behavior
 - Data source(s)
 - Data limitations
 - Collection/reporting frequency
 - Supporting business processes
 - Measure responsibilities
 - Measure inter-relationships