


Workshop Samples 

## Key Issues


**Formulation**

- What is our business mission?
- Who are our customers?
- What do our customers consider value?
- What have been our results?
- What is our plan?

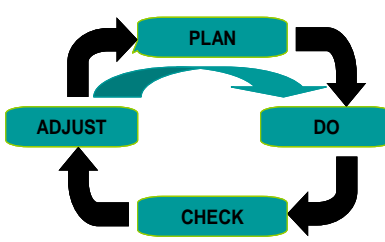
**Implementation**

The process of allocating resources and putting strategies into action.


All organisational and management systems must be mobilised to support and reinforce the accomplishment of strategies.

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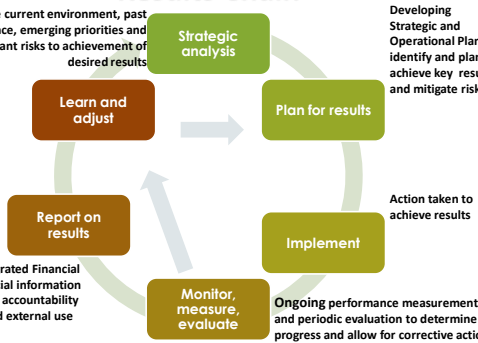
## Implementation Managing for Results Process



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## Results Chain




Analysis of the current environment, past performance, emerging priorities and significant risks to achievement of desired results

Developing Strategic and Operational Plans – identify and plan to achieve key results and mitigate risk

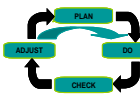
Action taken to achieve results

Ongoing performance measurement and periodic evaluation to determine progress and allow for corrective action


Providing integrated financial and non-financial information on: results and accountability for internal and external use

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## Planning



- What are we trying to achieve?
- What goals have we established?
- What strategies, structures and processes have been developed to achieve?
- What qualitative and quantitative indicators are you measuring?
- How does approach align with best practice?

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## Planning - Process Design Tools

Gantt Charts


• provide a visual sequence of the process steps.

Load Charts

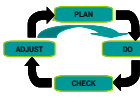
• type of Gantt chart based on departments or specific resources that are used in the process.

Program Evaluation and Review Technique (PERT) Network

• tool for analysing the conversion process.

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## Checking



- What needs to be measured on an ongoing basis
- How and how often it needs to be measured
- What is the cost of data collection/ analysis
- What are the trends in the performance indicators for this item?
- How do these trends compare with best practice?
- To what extent are these indicative of the entire organisations performance?
- How do you know that these results from approach and deployment?
- How do you communicate, interpret and use these results?