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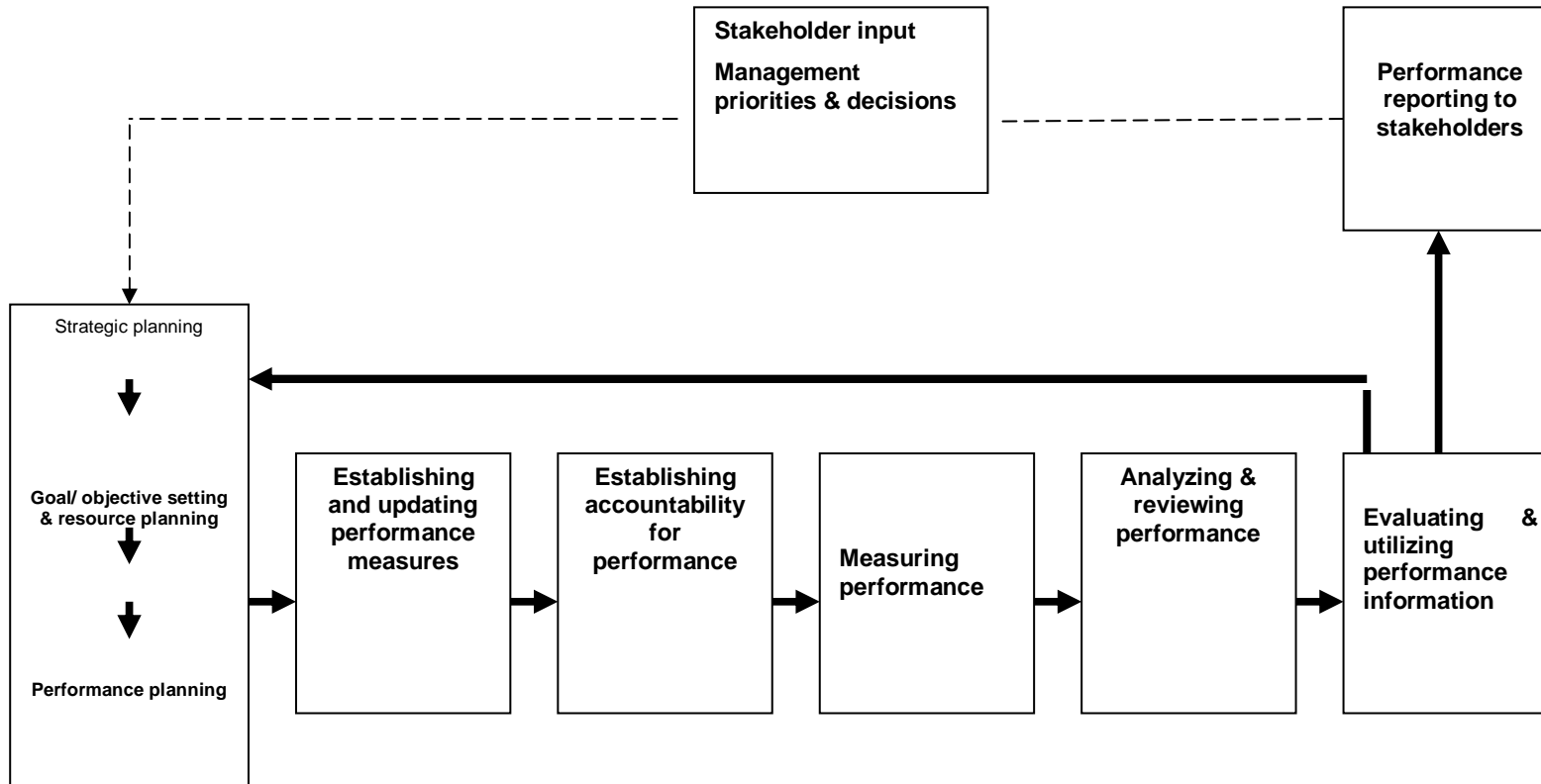
Annexure A

The requirements of a Performance Measurement System

A performance measurement system must:

- Be aligned with, and support the vision, mission, goals, objectives, strategies and critical success factors of the organization.
- Provide comprehensive and substantive information supporting better decision making, organizational learning and improvement.
- Provide quantitative, objective feedback that helps identify, understand and manage performance trends and makes accurate forecasts.
- Assist in workflow streaming, maximizing through as well as eliminating waste.
- Minimize surprises.
- Reflect strategic, tactical and operational realities.
- Measure only system relevant information, while avoiding too much measuring.
- Collect data and report results in a way that wastes few resources.
- Provide substantial clues as to the root cause of poor performance.
- Be a component of the total information strategy.
- Contain information, both on what needs to be measured and what the unit measurement can be.

Adapted from Johnson & Scholes, 2001:165.



Adapted from the Department of Energy (USA), 2001. The Performance-Based Management Handbook (Vol 2): Establishing an Integrated Performance Measurement System.