

Running head: Performance Management Methods Analysis

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Balance scorecard perspectives



- Financial perspective
- Customer perspective
- Internal process perspective
- Innovation and Learning
process perspective

Performance Prism Model



- The model entails effectively meeting the requirements and needs of all the stakeholders of the firm.
- The model is in contrast with balanced scorecard which to some extent concentrate on customers and is in contrast with value-based management which focus on prioritizing the needs of shareholders

Elements of Performance Prism Model



- Stakeholder satisfaction- who are the firm stakeholders and what do they need and want?
- Stakeholder Contribution- what does firm need and want from the stakeholders?
- Strategies perspective- what are the strategies that the firm need to put in place so as to meet the stakeholders' wants and needs, while meeting its own wants and needs too?
- Process perspective- what process does the firm has to put in place so as to satisfy all sets of needs and wants?
- Capabilities perspective-what capabilities does the firm have to put in place so as to operate the given processes efficiently and effectively?

Quantum Performance Management Model



- The Quantum Performance Measurement Model which is used by organization to define the performance measures pertaining the organization performance in the cells of the matrix.
- The model is used to present how far the organization is in the implementation process regarding the overall implementation stage and the general application of the performance measures.

Quantum Performance Management Elements



- Driver- It entail the strategies which are generally influenced by the firm management, firm environment and also stakeholders.
- Catalyst-support and facilitate implementation through training, rewarding communication and benchmarking.
- Processes-The firm objectives are accomplished through critical processes.
- Continuous improvement
- Continuous improvement- feedback obtained in regard to the firm performance are considered and facilitate in setting new goals, implementing the strategies or adapting new strategies.

Management Dashboard approach (Tableau de Bord)



- ❖ is a tool used to assess the firm that is made up of several indicators which used in performance management at given times or rather over a specified periods.
- ❖ It enable the firm managers to track changes in the organization as much as possible in day-to-day activities, focusing on those changes that it consider to be the most significant.

Management Dashboards Indicators



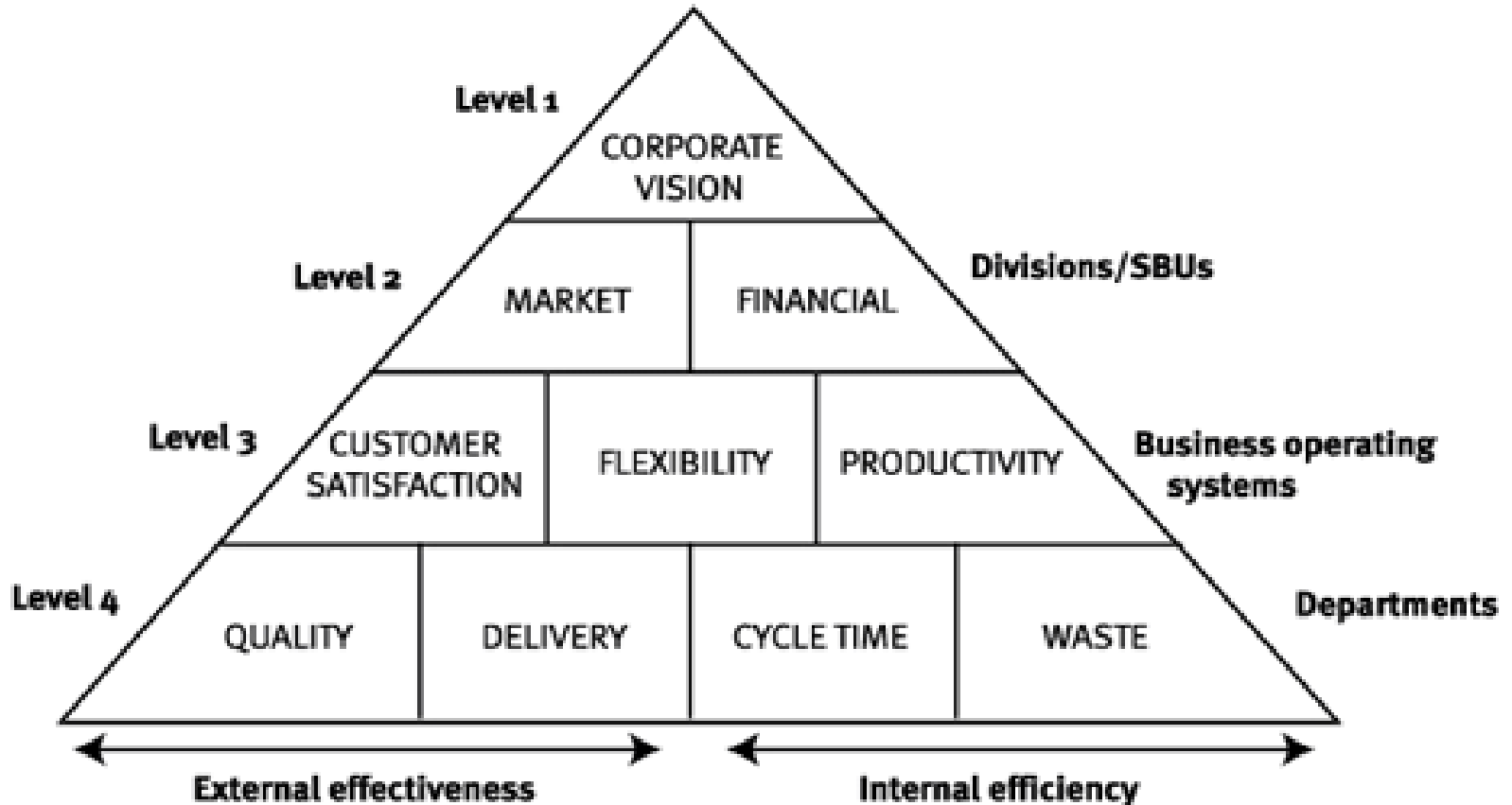
- Activity indicators (volume of purchase, quality produced and turnover).
- Profitability indicators (operating margin, net profit).
- Financial indicators which are considered as expenses by nature (Purchasing, wages, overhead).
- Quality indicators (Customer satisfaction, manufacturing time, claims)

Performance Pyramid



- Focus on incorporating both financial and non-financial indicators.
- It consist a hierarchy of financial and non-financial performance measures.

Performance Pyramid Hierarchy



Best Performance Method for Public Bus Transit Agency



- Balanced scorecard method- it consider essentials factors organization both internal and external factors.
- Its focus on aligning performance of the workers with the long-term plan or strategic objectives of the firm.
- It considers customers relationship with the firm, financial perspective, innovation and also internal factors.

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