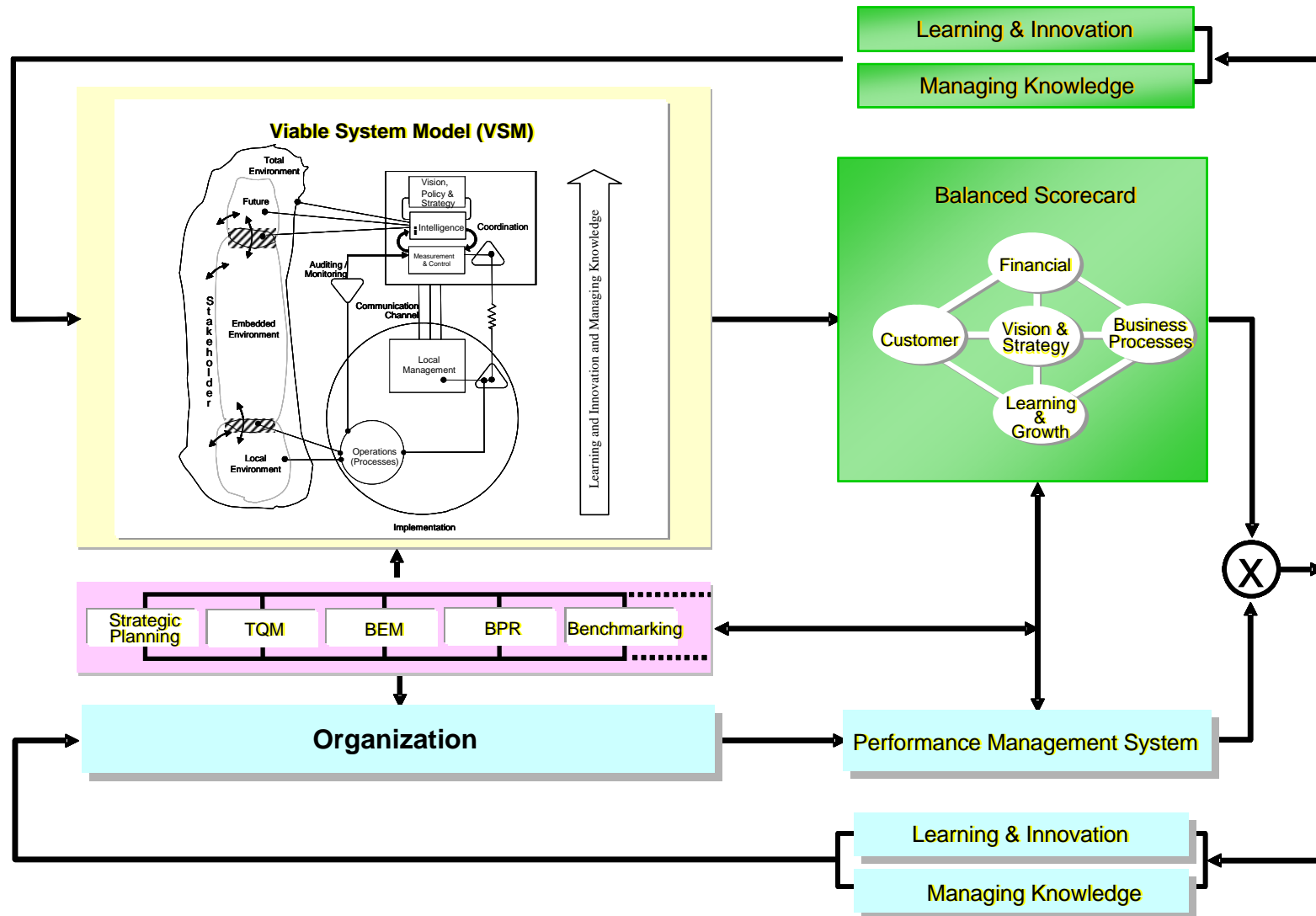
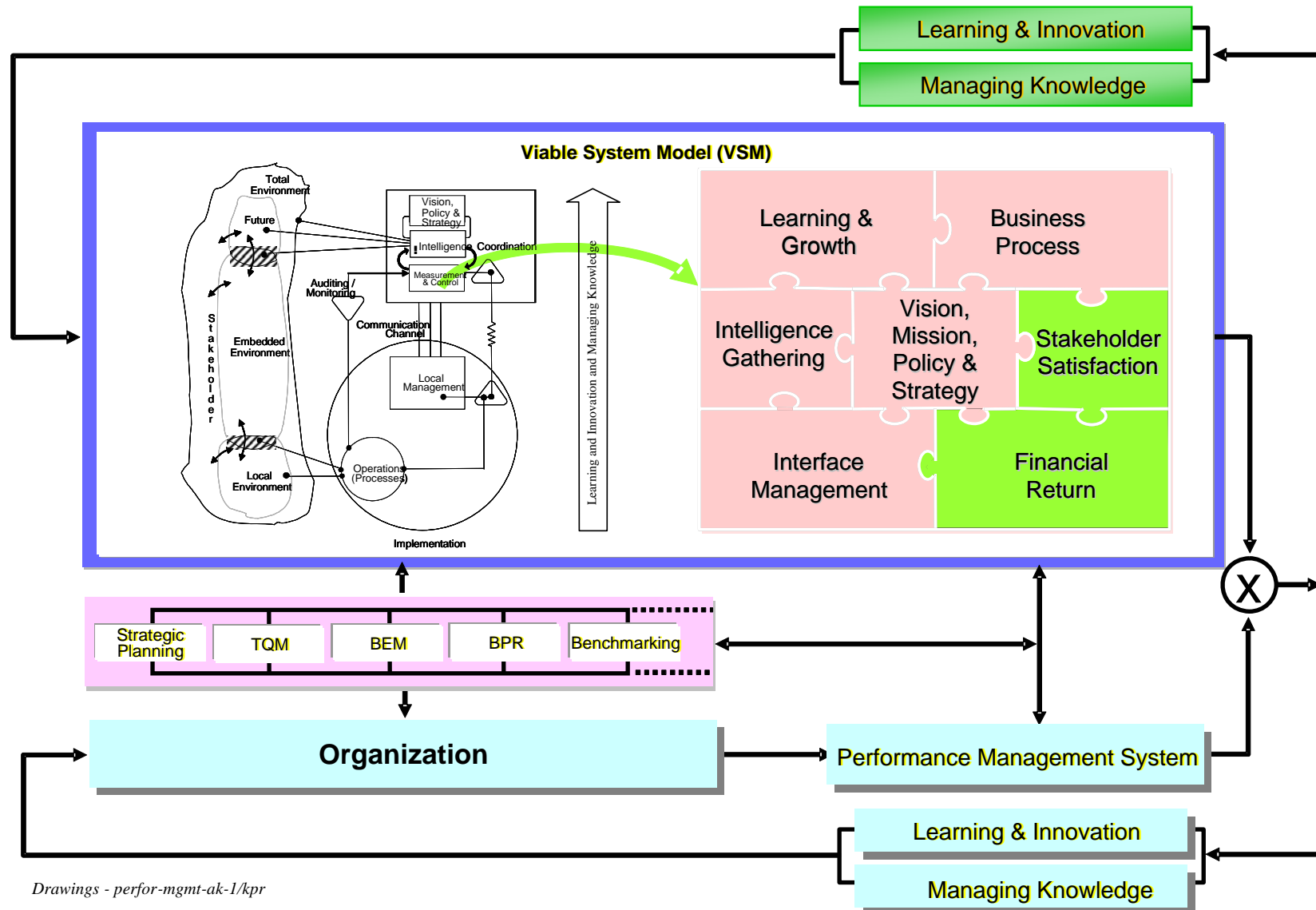


4. Organizational Management and Performance Improvement System (Continued ...)



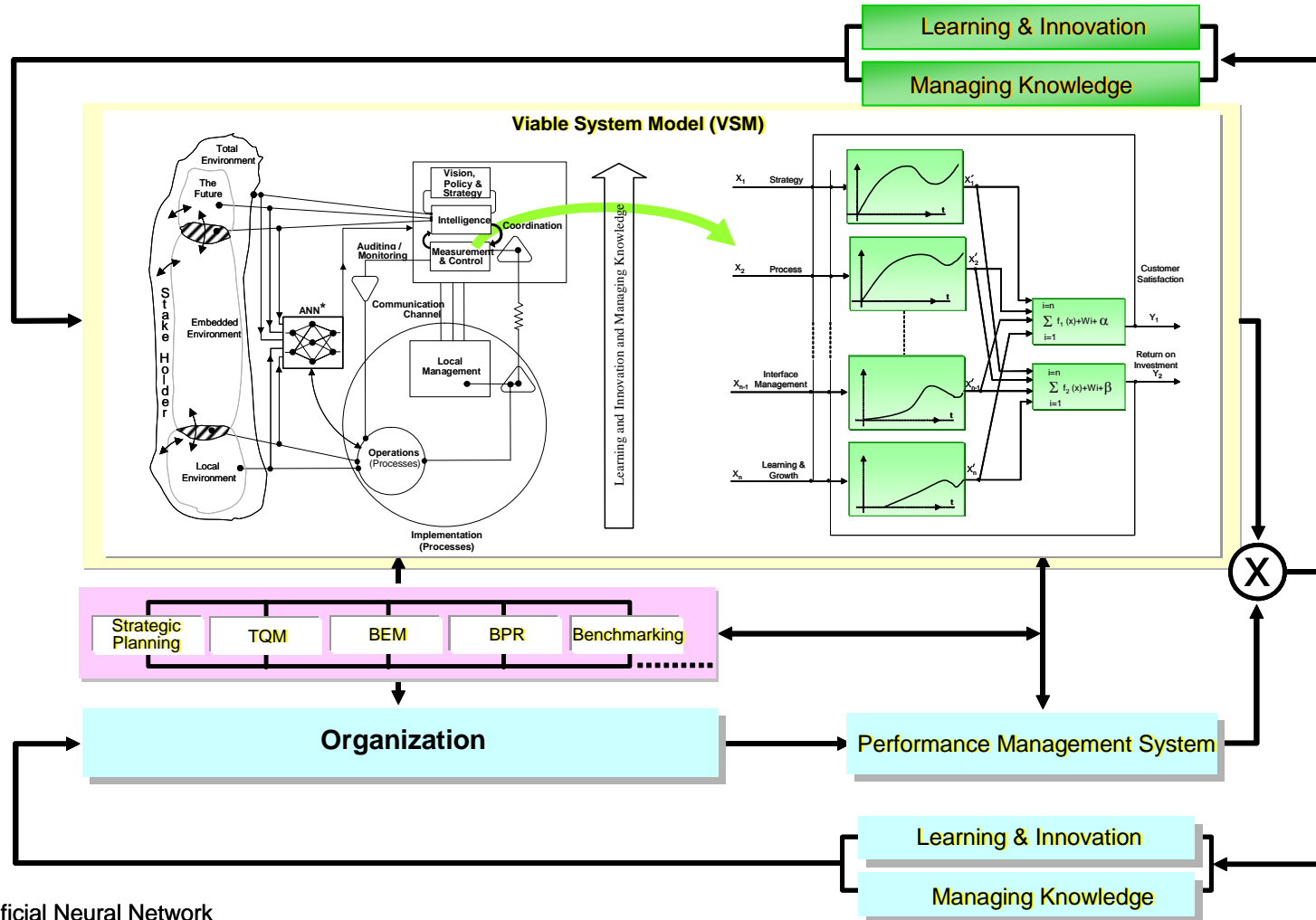
An Integrated Organizational Management and Performance Improvement System

4. Organizational Management and Performance Improvement System (Continued ...)



Drawings - perfor-mgmt-ak-1/kpr

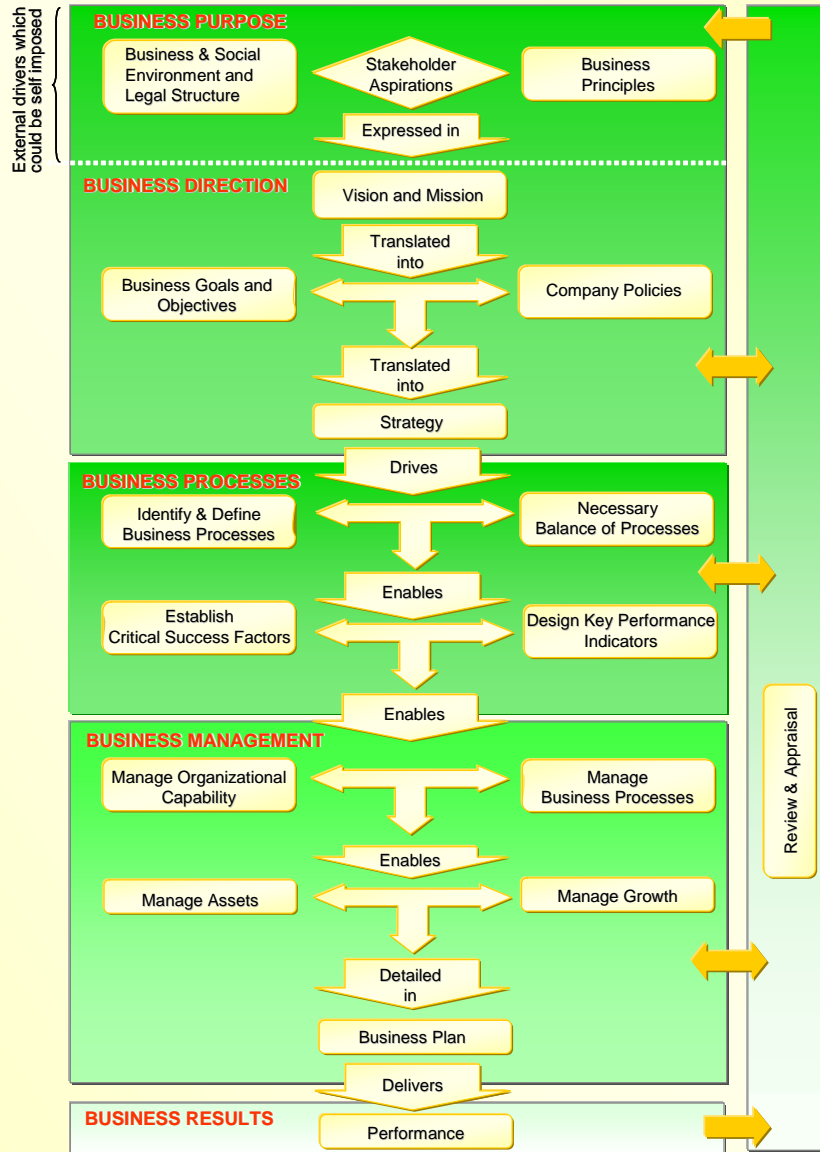
4. Organizational Management and Performance Improvement System (Continued ...)



*Artificial Neural Network

The Ultimate Organizational Management and Performance Improvement System with Artificial Neural Network

Drawings - perfor-mgmt-ak-1/kpr

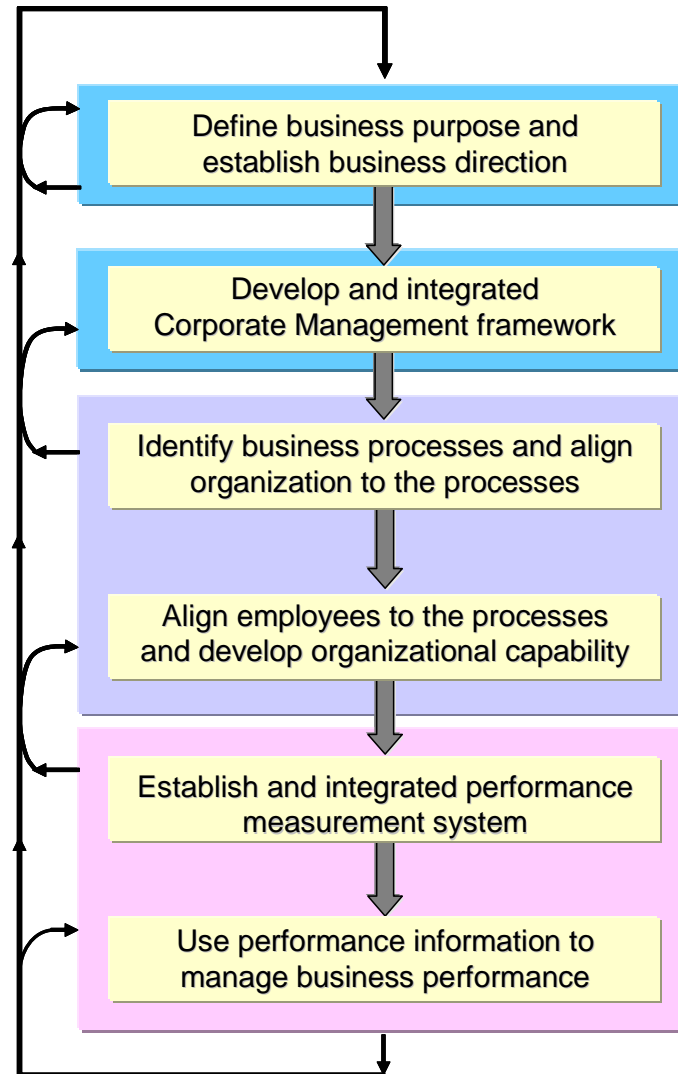


A Practical Integrated Corporate Management Framework

Adapted from PDO Corporate Management Framework, ADCO Performance Management Framework and Accenture Management Systems

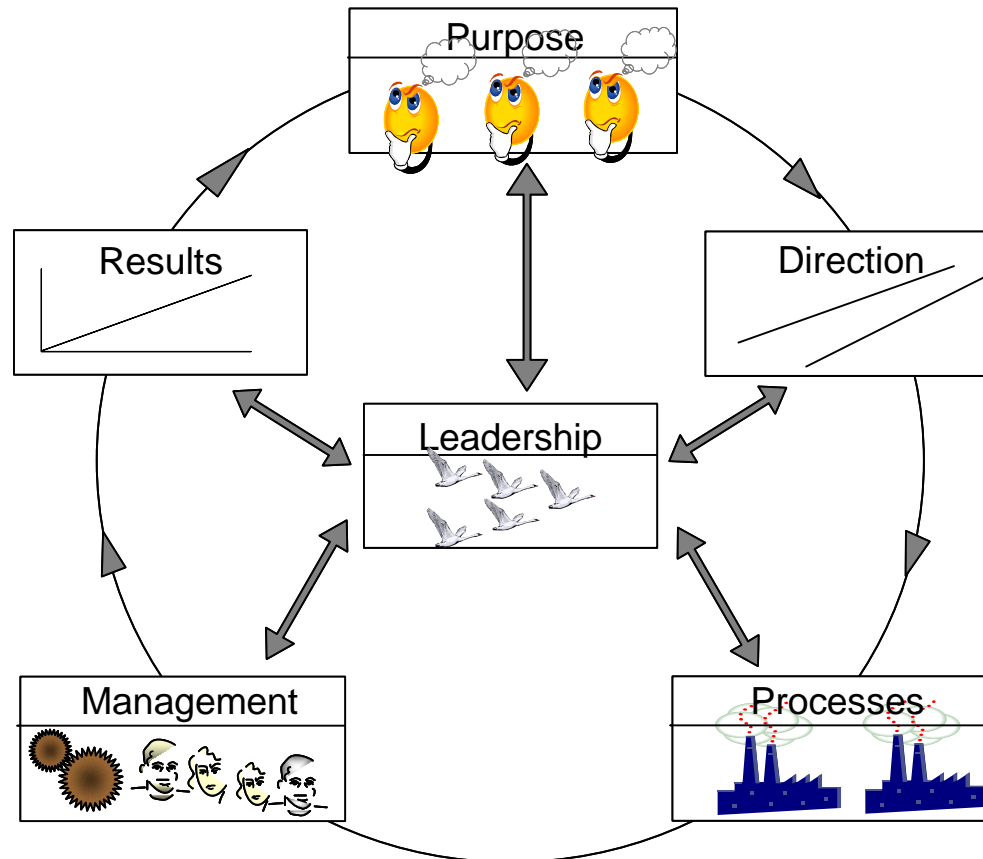
conceptual model-semidetalled-ak-1/kpr

6. Developing a Performance Management System



A Performance Management System (Simplified)

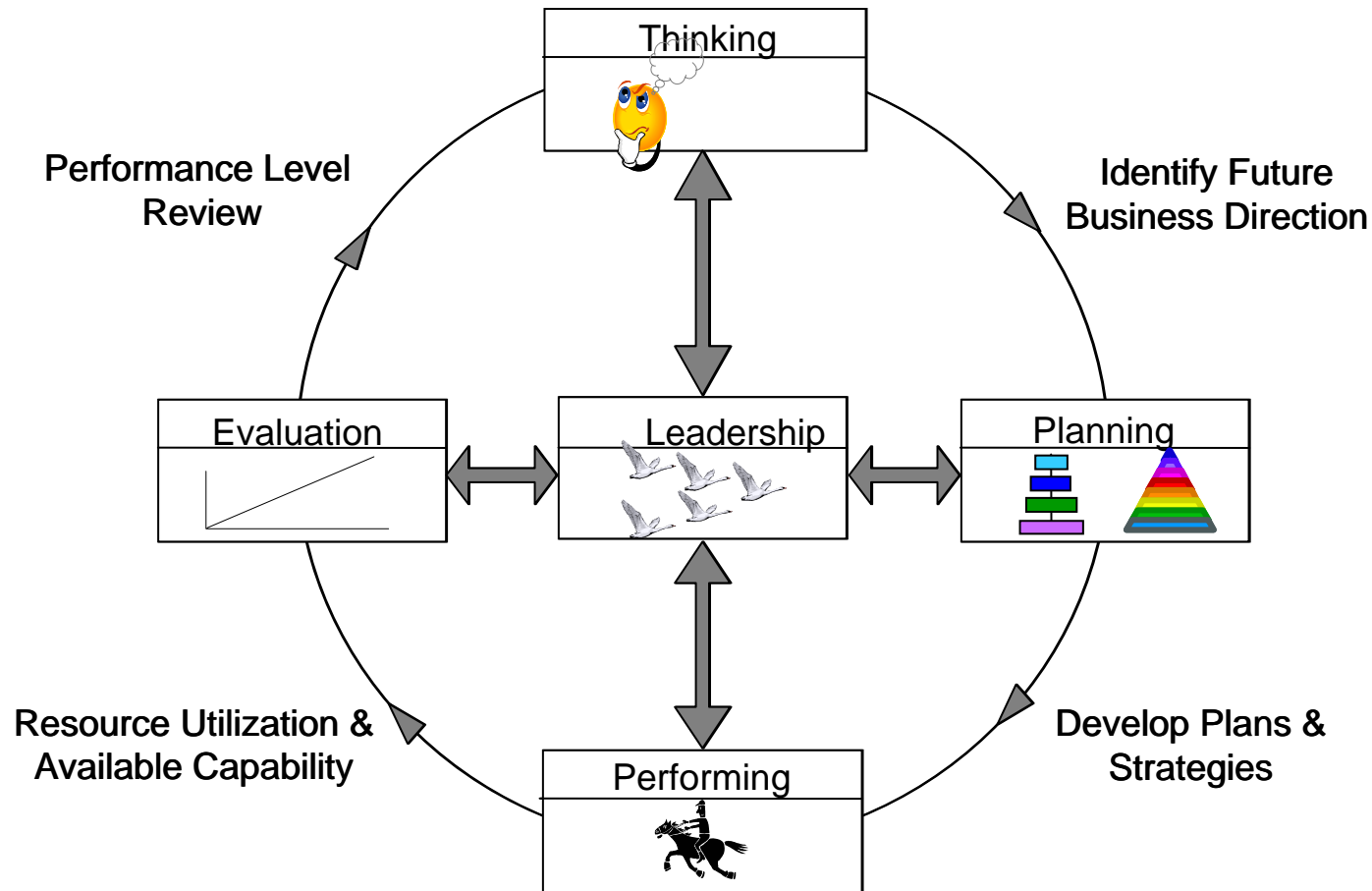
7. Developing a Performance Management Model



Performance Development & Improvement Model

7. Developing a Performance Management Model

(Continued)



Performance Development and Improvement Model

Adapted from H H. Sh. Al Maktoum M. R., My Vision & Al Khaleej, 20-04-2006

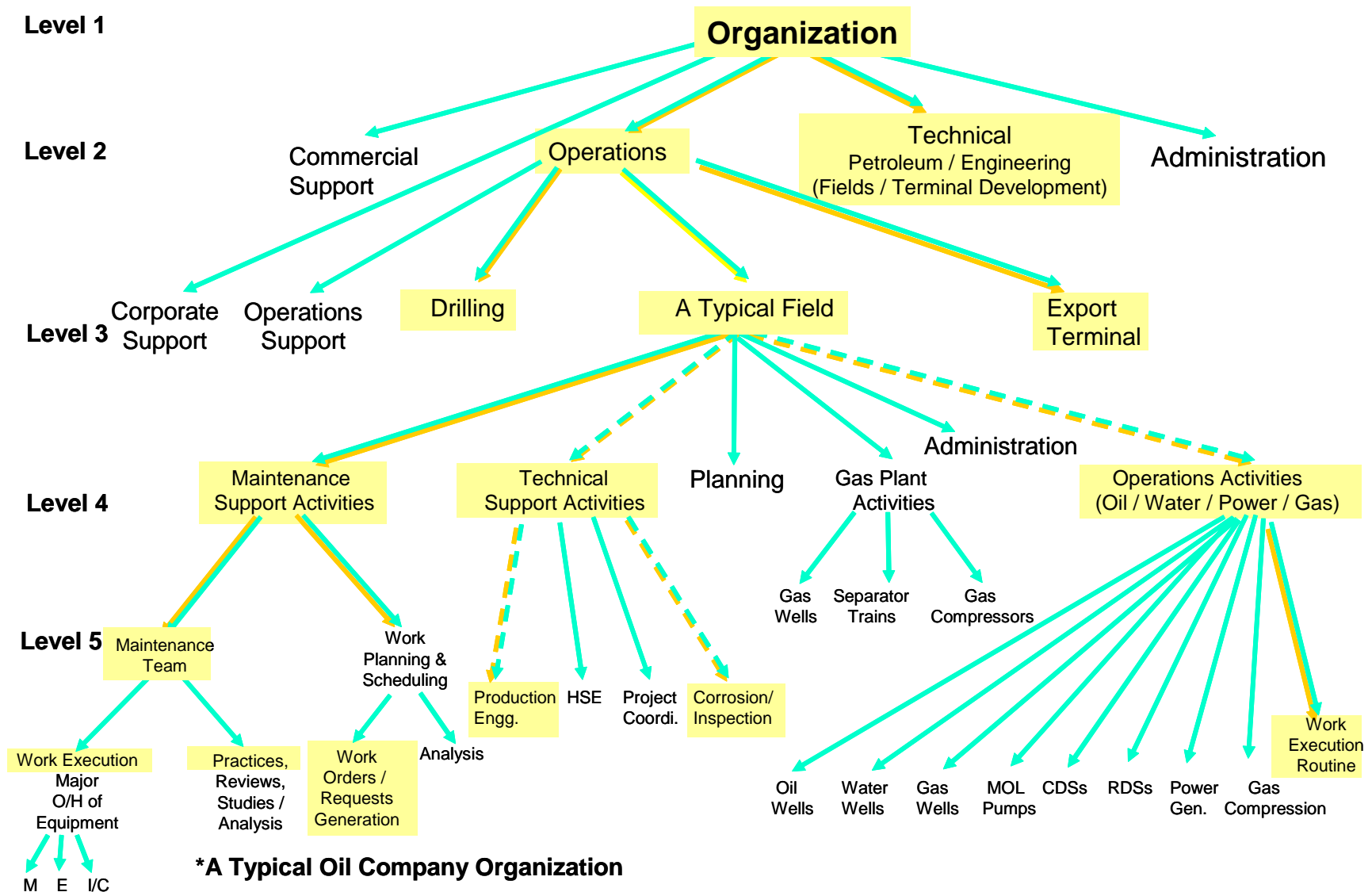
8. Designing KPIs

PURPOSE	STRATEGY	BUSINESS PROCESS	CRITICAL SUCCESS FACTOR (CSF)	KEY PERFORMANCE INDICATORS (KPI)	CONTROL MEASURES
<p>Object to be attained; thing intended.</p> <p>Intention to act. resolution, determination.</p>	<p>A set of decisions that result in a plan, method, or series of activities aimed at obtaining a specific purpose.</p>	<p>"A set of interrelated work activities that are characterized by a set of specific inputs and value added tasks that produce a set of specific outputs".</p>	<p>"CSFs are sets of criteria's that if achieved will ensure the implementation of business processes effectively and hence achieve the organizations strategic goals".</p> <p>In brief, CSFs guide business in creating and measuring success.</p>	<p>KPIs are those indicators that track progress in achieving CSFs.</p>	<p>Work flows, procedures and actions in place to facilitate achieving the KPIs.</p>

8. Designing KPIs (Continued ...)

PURPOSE	STRATEGY	PROCESS	CRITICAL SUCCESS FACTOR (CSF)	KEY PERFORMANCE INDICATORS (KPI)	CONTROL MEASURES
EXAMPLES To live a healthy life	Exercise 3 times a week for 30 minutes each time in the afternoon.	Exercise: Swimming Hiking Weight lifting etc.	Health	<ul style="list-style-type: none"> - hours of sleep - No. of check-ups - Weight measurement (lose, maintain or gain weight) - Cholesterol level - Pulse rate - Blood pressure - Fat % - Annual leave days / carried over - etc. 	<ul style="list-style-type: none"> - Balanced & healthy diet - Enough sleep - Avoid smoking - Regular medical check-ups - Avoid stress, long working hours - Relax with short to medium period holidays - Annual leave plans - etc.
			Fitness	<ul style="list-style-type: none"> - Hours of exercise - BMI (body mass index) 	
			Willingness / motivation	<ul style="list-style-type: none"> - No. of : time visiting the gym, participating in social activities 	
			Resources (facilities availability / time)	<ul style="list-style-type: none"> - Nos. of m/c available - Quality of instructor - Time available 	
		Diet (eating appropriately)	Eat balanced healthy food	<ul style="list-style-type: none"> - Calory - Vitamin - Carbohydrate - Fat 	
		Social	family / friends		
		Economic	A good income		
or to be an athlete	Exercise 5 times a week for 2 hours each time in the afternoon.				
or to win an Olympic bronze, silver or gold medal(s)	Exercise 6 times a week for 5 hours each time. 2 1/2 hours in the morning and 2 1/2 hours in the afternoon.				

9. Integrating KPIs



10. Conclusion and Recommendations

1. Performance-based management is dependant on the vision of the leader
2. Organization structure that facilitates strategy implementation is key
3. A need for an Organizational Management and Improvement System
4. A need for an Integrated Corporate Management Framework
5. A way for a successful change management:
 - **The commitment of the senior management**
 - **Motivation of the workforce**
 - **Installing a sense of urgency throughout the organization**
 - **Developing appropriate strategies**
 - **Preparing a plan of action**
 - **Communicating these to the lowest level of the organization**
 - **Periodic reviews of progress and taking corrective actions**
 - **Development and training for all the workforce**
 - **Establishing a reward system related to achievements**
 - **Avoiding cutting corners**
5. Balanced emphasis on stewardship, community, productivity, and short-term gains

Thank You