

# PUMP

## THE PERFORMANCE MEASURE BLUEPRINT

### REAL SUCCESS IS MEASURABLE

High-performing organisations fulfil their mission, achieve their vision, reach the targets that matter, and do this sooner and with less effort. They have a performance culture, where people are fully engaged in their contribution to the organisation's direction and success.

### BUT WE STRUGGLE WITH MEASURES

Our struggles with measuring performance are, surprisingly, universal. They transcend organisation size, industry, sector, and even country. The most common struggles, from our research, are:



### IT'S BECAUSE OF BAD KPI HABITS

These struggles are due to bad habits that, in the absence of a true performance measurement approach, have become common practice. Some are:

- Writing goals with "weasel words"
- Using measures to judge people
- Brainstorming KPIs and measures
- Rushing too quickly to fancy dashboards
- Knee-jerk reacting to measure values
- Looking for quick-fixes to hit targets

### WE NEED A PERFORMANCE CULTURE

We can't wait until we have a performance culture before we focus on measuring performance. Good performance measurement is what builds a performance culture:

- It starts by replacing fear of judgement with a passion for learning how to lift performance.
- Then, we set clearer goals, measure them meaningfully, at all levels of the organisation.
- Now, we have useful information for evidence-based decisions that improve performance.
- This becomes a natural part of how we work, we reach stretch targets, and we lead our industry.
- We become a high-performance organisation, because what we aim for, we achieve.

To build a performance culture, our bad KPI habits must be unlearned, and replaced. The PuMP® Blueprint is the easy, fast and engaging way to replace them.

### THE PUMP BLUEPRINT WORKS

PuMP is a practical and logical 8-step process to choose, create and use measures to drive high-ROI improvement:



Archimedes said "Give me a lever long enough and a fulcrum on which to place it and I shall move the world." The 'world' is our mission, vision and goals. The lever is our strategic initiatives. The fulcrum – what makes the leverage possible – is meaningful measurement.

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### WHAT PEOPLE SAY ABOUT PUMP

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*"I cannot speak highly enough of Stacey and her Performance Measure Blueprint. There is a lack of good quality performance measurement training in Australia and I highly recommend Stacey's training as the best in the business."*

-- Melinda Varley, Director Business Performance Management, Australian Public Service

*"Your PuMP methodology is the most comprehensive and pragmatic performance management methodology published today."*

-- Jack Spain, Director of Strategy & Business Development, **SchoolDude**, USA

*"We organized a PuMP workshop in Germany for our clients from different European countries... Stacey was very sensitive with the cultural difference of the attendees and did a great work in passing the PuMP message and have fun at the same time. We had a very good feedback from our clients and at the same time it will help us improve our own Performance Measurement at Cubus."*

-- Harald Matzke, CEO, cubus, Germany

*"The PuMP process is amazing. It is addressing problems that I have experienced for over 10 years with performance and measurement projects ... I've turned into the office PuMP evangelist."*

-- Karen Howard, **local government**, California, USA

*"PuMP is a great program, it's making it very easy for us to develop meaningful measures for our organisation."*

-- Amanda Kent, Public Service Department, New Zealand

*"Stacey, the workshop that you ran was revelational – truly... As a result, it's strengthened the focus in our organisation about what matters most."*

-- Todd MacDougall, CEO, Corcom

*"When we started using the PuMP® process it was explained to us that we could identify a deficiency and we weren't going to be chastised if we didn't meet targets ... We invested probably \$10,000-\$12,000 and got back close to half a million-dollar gain."*

-- Steve Silvers, Employee Services Team Manager, **Federal Aviation Authority**, USA

*"The workshop was brilliantly... The experience I had reflects the feedback I have read of predecessors with me feeling fired up and champing at the bit to get on."*

-- Steve Holley MBA BEng, Head of ICT Customer and Business Support, **Gloucestershire Hospitals NHS Foundation Trust**

*"Before I attended the workshop, I was reacting to requests for performance reports... With the knowledge that I have gained, I have created a report suite that shows our performance clearly at all levels of management and also at the process level."*

-- Fiona Issel, Senior Distribution Design Support Officer, **Western Power**

### FOR MORE INFORMATION...

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You can learn more about PuMP at [www.staceybarr.com/about/pump](http://www.staceybarr.com/about/pump).

If you have any questions, please email us at [info@staceybarr.com](mailto:info@staceybarr.com)