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:

- can't find meaningful measures
- no implementation approach
- strategy hard to measure
- people won't buy in
- people resist being measured
- lack of measurement know-how
- don't know how to start
- can't find example measures
- don't have useful reports
- performance doesn't improve
- how to help others measure
- no systems to support measures

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

“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...

You can learn more about PuMP at www.staceybarr.com/about/pump.

If you have any questions, please email us at info@staceybarr.com