

Category 1 – **LEADERSHIP**

PERFORMANCE EXCELLENCE INDICATORS:

- Sets & communicates a clear vision and direction
- Defines performance expectations & plans for results
- Seeks feedback on their own performance
- Lives the Values – leads by example
- Promotes Continuous Learning & enables & empowers Employees
- Continuously reviews Performance
- Seeks Future Directions for the Business
- Fulfills Public Responsibility



Category 2 – **STRATEGIC PLANNING**

PERFORMANCE EXCELLENCE INDICATORS:

- There is a structured process for planning
- Key Stakeholders are involved in the process
- A broad range of inputs are included
- Action plans are developed with clear timeframes, measures & accountabilities
- The Plan is well deployed through the business
- Performance against the Plan is monitored
- The Plan is aligned to the Vision



Category 3 - CUSTOMER AND MARKET FOCUS

PERFORMANCE EXCELLENCE INDICATORS:

- There is strong Market & Customer understanding
- There is understanding of customers perceptions of value
- Continuous monitoring of customer requirements
- Builds enduring customer relationships
- Regularly monitors customer satisfaction
- Always seeking new opportunities



Category 4 – MEASUREMENT, ANALYSIS & KNOWLEDGE MANAGEMENT

PERFORMANCE EXCELLENCE INDICATORS:

- Effective collection & integration of all relevant data
- Alignment of data & information to Strategic & operational objectives
- Effective analysis & dissemination of data & results
- Management of data accessibility and integrity
- Management of organisational knowledge



Category 5 – **WORKFORCE FOCUS**

PERFORMANCE EXCELLENCE INDICATORS:

- Creates a positive work environment
- Encourages high performance and a strong customer focus
- Creates a learning environment
- Operates a safe & healthy work environment
- Understands workforce needs
- Regularly monitors well being and satisfaction



Category 6 – PROCESS MANAGEMENT

PERFORMANCE EXCELLENCE INDICATORS:

- A detailed understanding of Core Competencies, Key Value creation processes and support processes.
- Products and / or services are designed and implemented with the customers needs in mind
- Support processes align with Value creation processes and business needs
- Partner and supplier relationships are managed
- Business Improvement is a key focus



Category 7 – BUSINESS RESULTS

THE RESULTS REVIEWED SHOULD IDEALLY INCLUDE MEASURES OF:

- Product & Service Performance
- Customer outcome performance
- Financial & Market Performance
- Human Resource Performance
- Organisational Effectiveness Performance
- Leadership, Governance & Social Responsibility Performance

