**10 Hints and Tips about performance**

**In no particular order……..**

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| **No.** | **Tip** |
| **1** | **Be clear about what you are looking at** – remember that an organisation will have a defined description about what they are measuring and it may not always be that obvious |
| **2** | **Remember there are lots of activities that can contribute to an overall measure –** sometimes you need to drill down into the lower level activities to identify areas of good performance or potential improvements |
| **3** | **Are you really interested in key performance indicators? –** Maybe you should measure what is important to customers |
| **4** | **Remember statistics can be manipulated or interpreted as you wish** |
| **5** | **Is the data sample reliable? –** always ask what the sample size and profile of the sample is and then you can determine if it is reliable |
| **6** | **Are you asking the right questions?** – you need to consider how you pose your questions as they can be open to interpretation and then you are not gathering the information you really want to |
| **7** | **Focus your energies on areas of improvement** – driving up performance in under performing areas will improve overall performance |
| **8** | **The pros and cons of benchmarking –** benchmarking can be a method of comparison but you need to remember no two organisations are the same and everybody measures things slight differently |
| **9** | **How does your organisation use the information it collects?** Performance information can be used in lots of ways – it can be used to show areas of strengths and weakness, used for business planning, setting targets, managing performance |
| **10** | **Customers have a role to play –** use you knowledge and experience of service delivery to influence how services are delivered and what is a reasonable and acceptable level of service  |