

Performance Measurement

By Ir. Dr. Punesh

Who Said... What...

- *“When you can measure what you are speaking about, and express it in numbers, you know something about it...[otherwise] your knowledge is a meager (small) and unsatisfactory kind; it may be beginning of knowledge, but you have scarcely in thought advanced to the stage of science”.*

Lord Kelvin, 1824-1907

- *“What gets measured gets done” or “If you cannot measure it, you cannot manage it.”*

Ian Robson, 2004

What...Why...

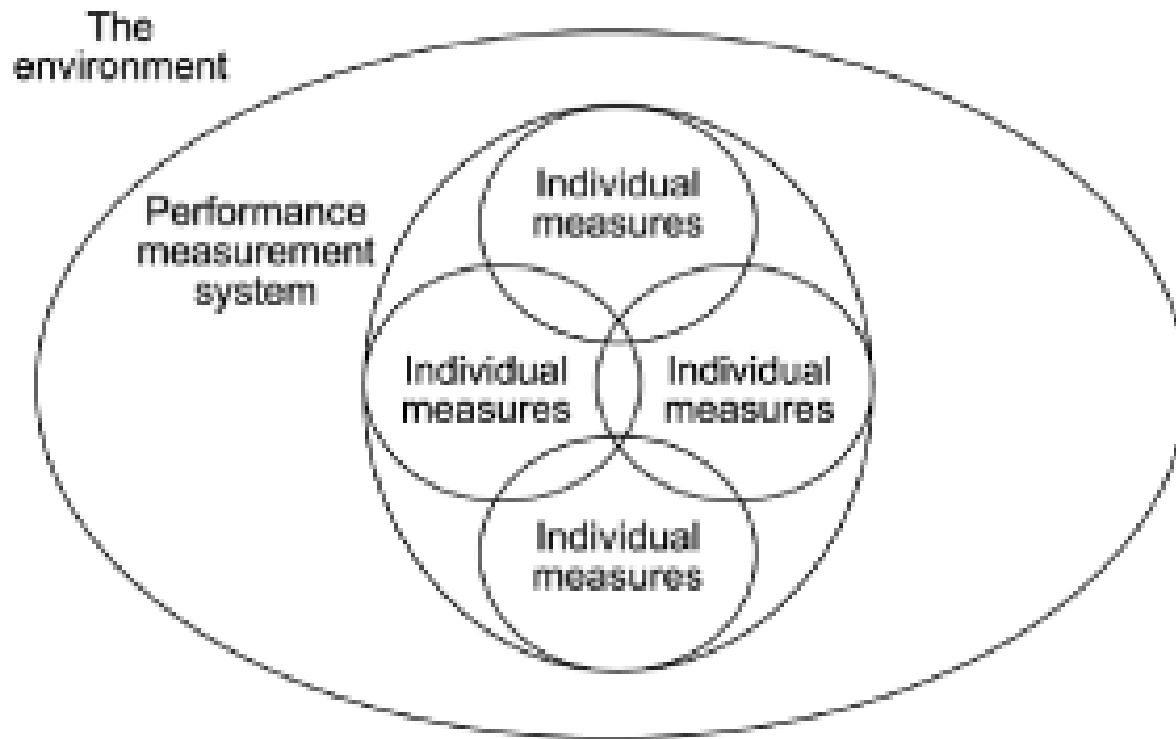
- **Measurement tells everyone in an organization whether they are supporting and improving the overall performance of the team, business unit and company.**
- **two purposes, to measure and to motivate (H. Mintzberg, 1979).**

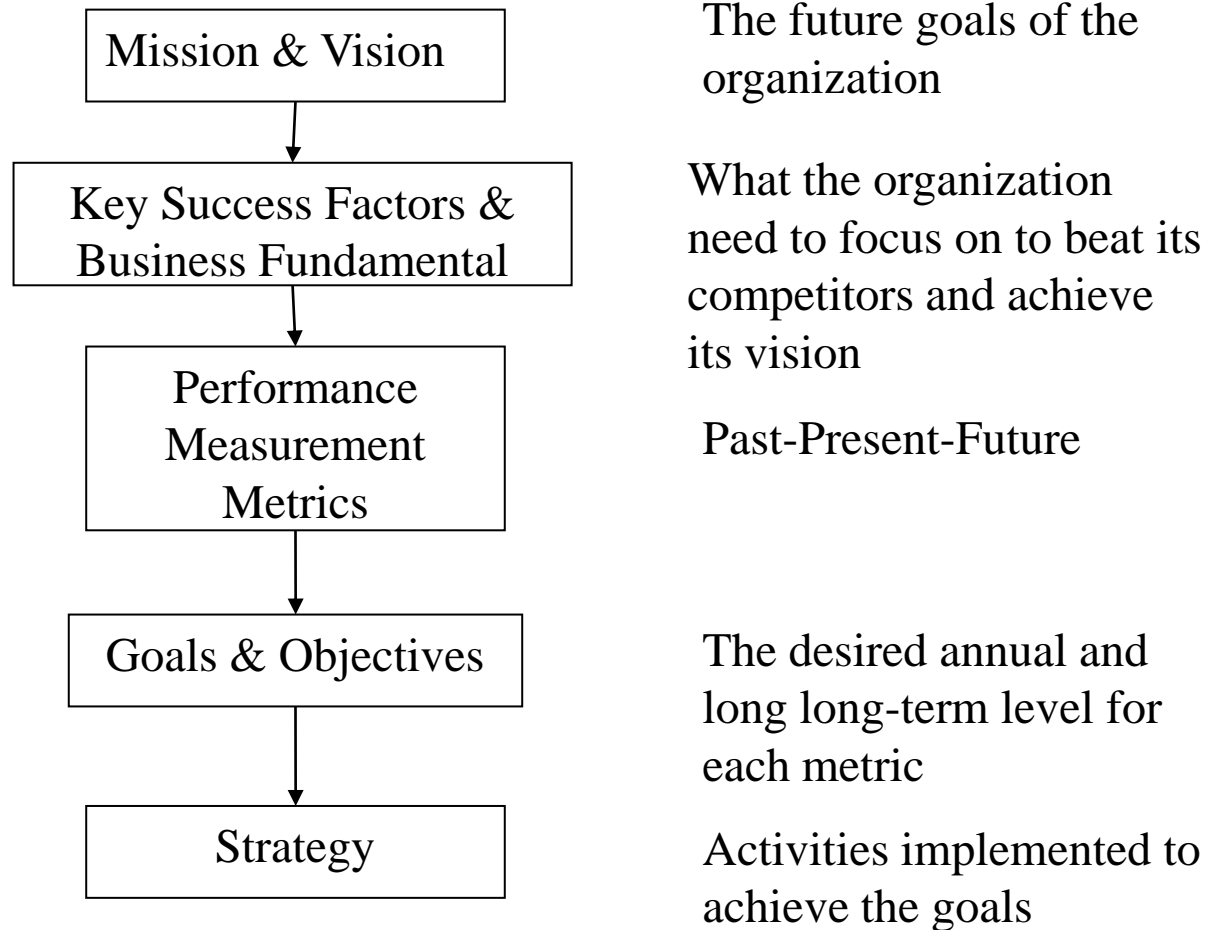
Performance measurement can be defined.....

- as the **process** of quantifying the efficiency and effectiveness of action
- as a **metric** used to quantify the efficiency and/or effectiveness of action
- as the **set of metrics** used to quantify the efficiency and/or effectiveness of action (Neely, 1994)

Individual measures when integrated will developed a Performance Measurement System

Source: Andy Neely, Gregory, Ken Platts (2005)





Linkage between performance measurements with organizational strategy

Source: Mark Graham (2005)