



Diploma Delegates



Performance Enhancement

Different Types of Performance

Article - 10 min read



By the end of this article you will have considered the different types of “performance” that make up the expectations on you and your team/project/course group. By developing a stronger clarity around the different types of performance you are managing, it can help you make decisions around strategy and interventions you may choose to adopt when working with them.





There are different types of performance?

In short, **yes**. It can be very easy to view “performance” as simply the key outputs that you and your team produce, but in managing performance it can be useful to understand that there are many layers & measures to performance and these layers can tell us something important about not just our outputs, but the approaches, processes and people who produce them. The one thing they all share is a means of measurement. It tends to be a quantifiable unit that can be tracked, observed & reviewed in a meaningful way by those who use & engage with the measures.

So... what are the different types of performance?

Here are some example categories of performance measures that may help your management thought processes around them...



Effectiveness:

Is the output we’re producing contributing to the wider success of the organisation?
Is it the right thing to be producing?



Efficiency:

This indicates the degree to which your approaches & processes are creating the right outputs at the most minimum resource investment.



Quality:

This category of performance indicates whether the output is not only at the volume required, but also to the standard required.



Timeliness:

Closely aligned with “efficiency” “quality” – are we producing the required output to the standard required, efficiently, and with the right time investment?



Productivity:

Do the approaches & processes followed for the output require the right labour compared to their final value to the organisation?



Safety:

Are the working environment & processes we follow healthy & safe for the team?



Behaviour:

What are the expectations for the teams producing the output in terms of how they behave?
Are we producing the right things but in the wrong way?





Different ways to measure...

Each of the above categories of performance need to be supported by a measure that provides us with the information to make decisions. Here are some things to consider as attributes for a good measure:

- If necessary; does it reflect the customer's needs as well as our own?
- To what extent does it provide an agreed upon basis for decision making?
- Is it comprehensively understandable?
- Can it be applied broadly?
- Can it be interpreted uniformly?
- Is it compatible with existing sensors? Does a way to measure it exist?
- Is it economical to apply?

How can I use this information?

Take some time to consider the means you use to monitor & review performance. To what extent do your current measures tell you a story about not only the end result, but the means by which you got there?

Is there an opportunity to introduce performance monitoring that indicate something about the adopted approaches, methods, processes and talents required to produce the end result?

