

## Appendix 1

### Outline for Performance Management Workshop for Derby Homes September/October 2007

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| <b>1. Introductions and objectives of the session</b>  | 10 mins |
| <ul style="list-style-type: none"><li>• To give better understanding, and some tips and tools to assess the performance measures and delivery plan progress from a strategic viewpoint</li><li>• To give assurance that the scrutiny aligns with the authority given to the committee</li><li>• Future options in performance management information presentation to be considered</li></ul> |         |
| <b>2. Linking tools and skills to ensure effective performance monitoring</b>  |         |
| <ul style="list-style-type: none"><li>• Explanation of use of a matrix to highlight areas of concern</li></ul>   | 10 mins |
| <ul style="list-style-type: none"><li>• Discussion re skills for future performance management ie predict and improve</li></ul>  | 10 mins |
| <ul style="list-style-type: none"><li>• Exercise to look at matrix and decide what key measures should be investigated further</li></ul>   | 30 mins |
| <b>3. How effective are your performance measures?</b>   |         |
| <ul style="list-style-type: none"><li>• The characteristics of successful organisations</li></ul>  | 30 mins |
| <ul style="list-style-type: none"><li>• Showing the links of strategy / key themes to measures</li></ul>   |         |
| <b>BREAK</b>   | 15 mins |
| <ul style="list-style-type: none"><li>• Exercise to look at how effective is your performance measures and discussion for improvements to assist the committee in monitoring</li></ul>   | 30 mins |
| <ul style="list-style-type: none"><li>• Qualitative measurement against customer requirements ie process performance: product performance</li></ul>  | 15 mins |
| <b>4. The Balanced Scorecard</b>   | 10 mins |
| <ul style="list-style-type: none"><li>• Brief overview of what it is</li><li>• Potential benefits to the organisation</li></ul>  |         |
| <b>5. Review of the session and outputs to be implemented</b>  | 20 mins |