

# The City’s Performance Management System

*If we aren’t moving forward, we’re falling behind.*

## What is it?

The Performance Management System is a disciplined approach to continuous improvement designed to better serve our customers, communities and citizens.

## Why do we need it?

In a dynamic and complex organization, it’s challenging to be consistent and effective. The City is charged with the responsibility of delivering a wide array of programs and services under the pressures of increasing service demands, competing priorities and limited funding, all within a changing environment.

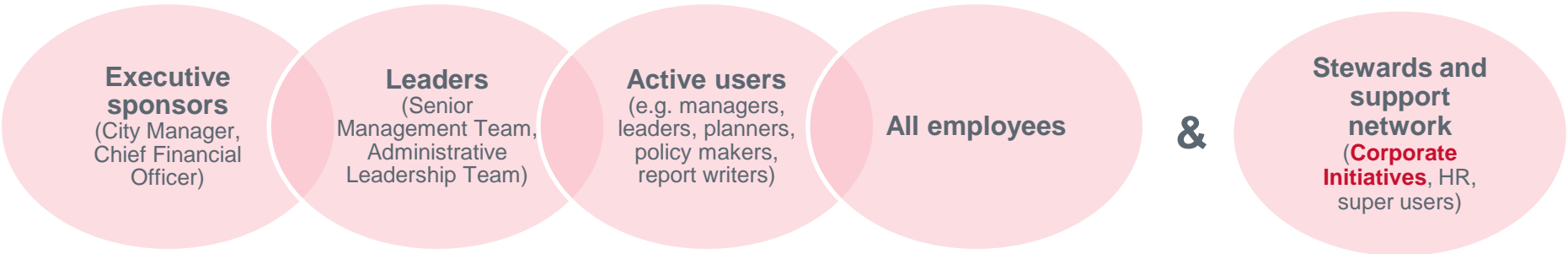
The Performance Management System provides tested methods and tools that allows us to manage our programs and services in a more consistent, effective and efficient way.

## What are the benefits?

A successfully implemented Performance Management System can:

- ✓ Increase our citizen-focus
- ✓ Help us achieve better performance results
- ✓ Improve our decision-making
- ✓ Develop our organizational capacity
- ✓ Connect our work cross-corporately

## Who is responsible?



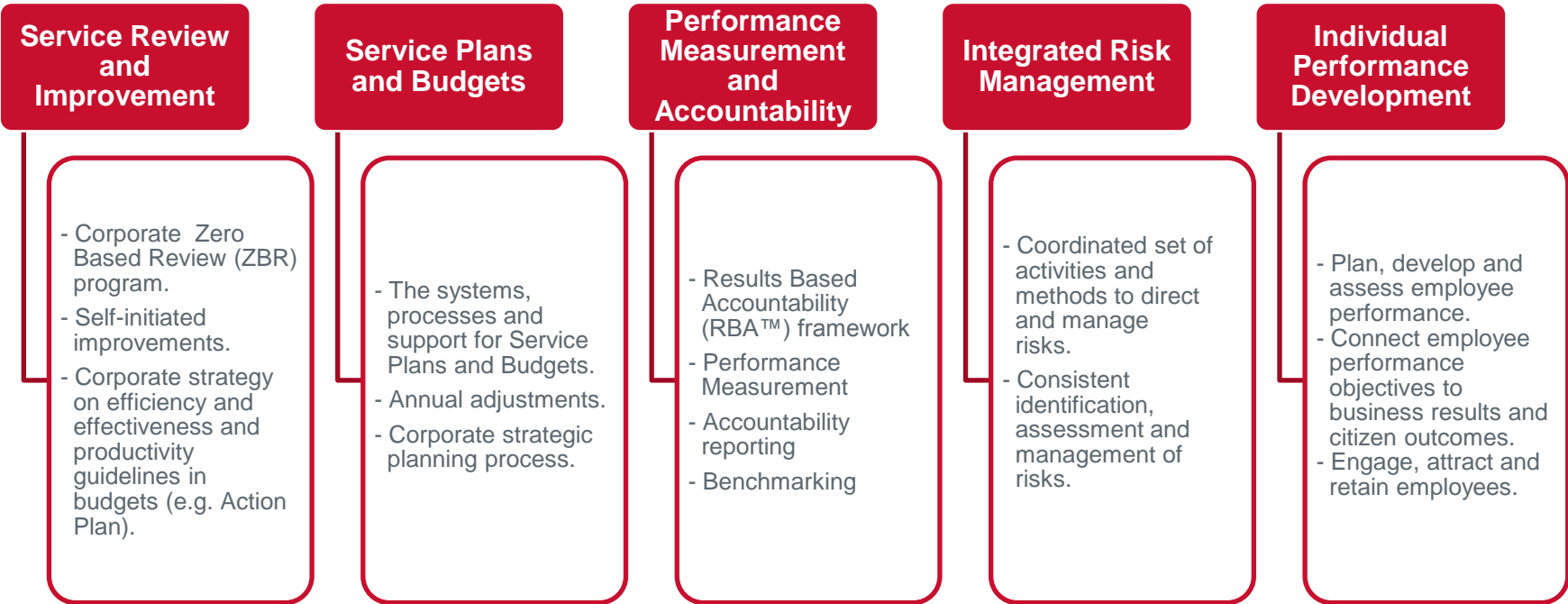
### Value

- Clarifies role in supporting the organization to achieve objectives and provide services to citizens.
- Provides consistency in a complex and dynamic organization.
- Will increase the trust and confidence of Council and citizens in the organization.

### What’s needed from them

- Communicate what the Performance Management System is and how it can be applied.
- Develop, enhance and continuously improve the tools within the system.
- Support active users in applying the tools.
- Continuously improve expert knowledge of the system tools.

## What’s included in the system?



**Note** - Corporate Initiatives stewards all components above except Individual Performance Development, which is stewarded by HR. These components are aligned to the various other programs and systems within the organization.

## Telling the Performance Management System story

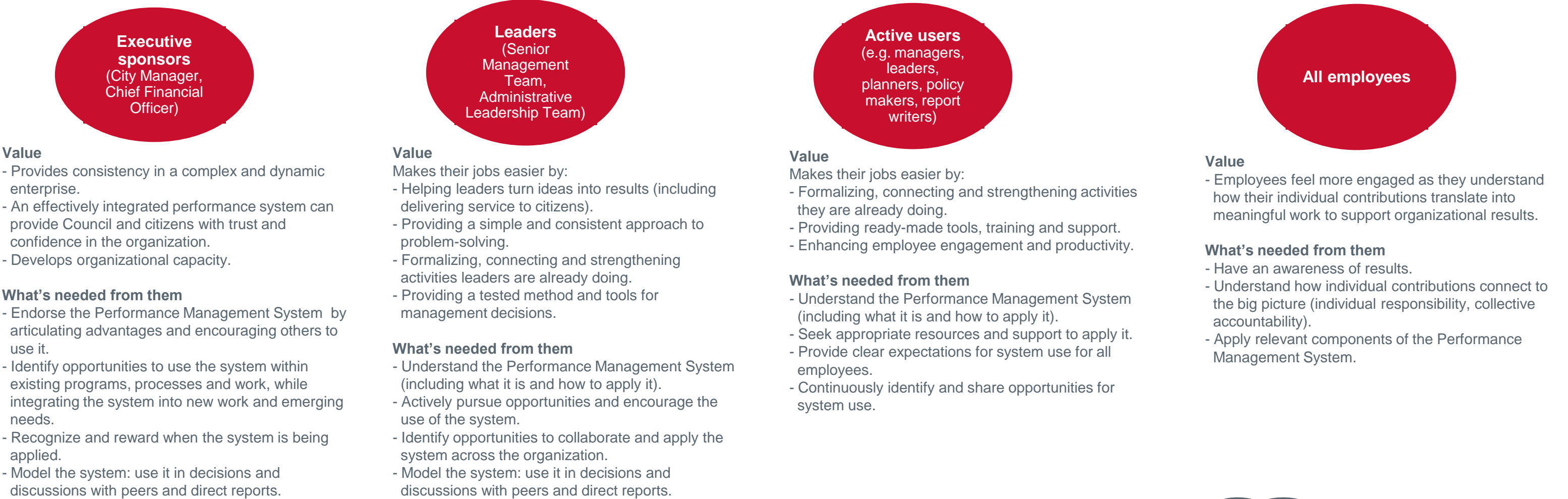


- The Performance Management System is part of the **DNA** of our organization.
- The system provides us with a disciplined approach to continuous improvement, and the strands of this approach are in all that we do.
- We move forward through continuous improvement, supporting the success of the programs and services that our citizens value most.
- The Performance Management System is designed to increase our organization’s capacity, enabling us to be as efficient and effective as possible with tax dollars.
- This efficiency and effectiveness supports us in achieving one of our organization's major priorities – to better serve our customers, communities and citizens.

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Roles and responsibilities



Connections within the system

