

# ***Managing and Measuring Performance***

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## Managing and Measuring Performance

**Mobility** - Improve the statewide mobility of people, goods and services.

**Mobility** - Improve the predictable movement of goods and people throughout the state.



## Managing and Measuring Performance

### *Key Points:*

- The Logical Framework
- Types of Measures
- Four Strategic Questions



## Managing and Measuring Performance

### **Logical Framework**

Goal: Big picture object – why we do what we do.

Purpose: Change expected by producing outcomes.

Outcome: Specific results needed - what

Activity: Tasks and responsibilities – how, who, when

Activity: Conduct inventory and data mart training classes

Outcome: Achieve timely, accurate inventory entries

Purpose: Improve accountability of public property

Goal: Return top value to the taxpayer

WSDOT Goal: Stewardship – continuously improve quality, ...

POG: State Government – Strengthen ability to achieve results ...

**Based on a course by Terry Schmidt entitled “Strategic Project Management” and his book: *Turn Strategy into Action – Strategic Project Management Tools for Leaders and Teams*, © 2007.**

# Managing and Measuring Performance

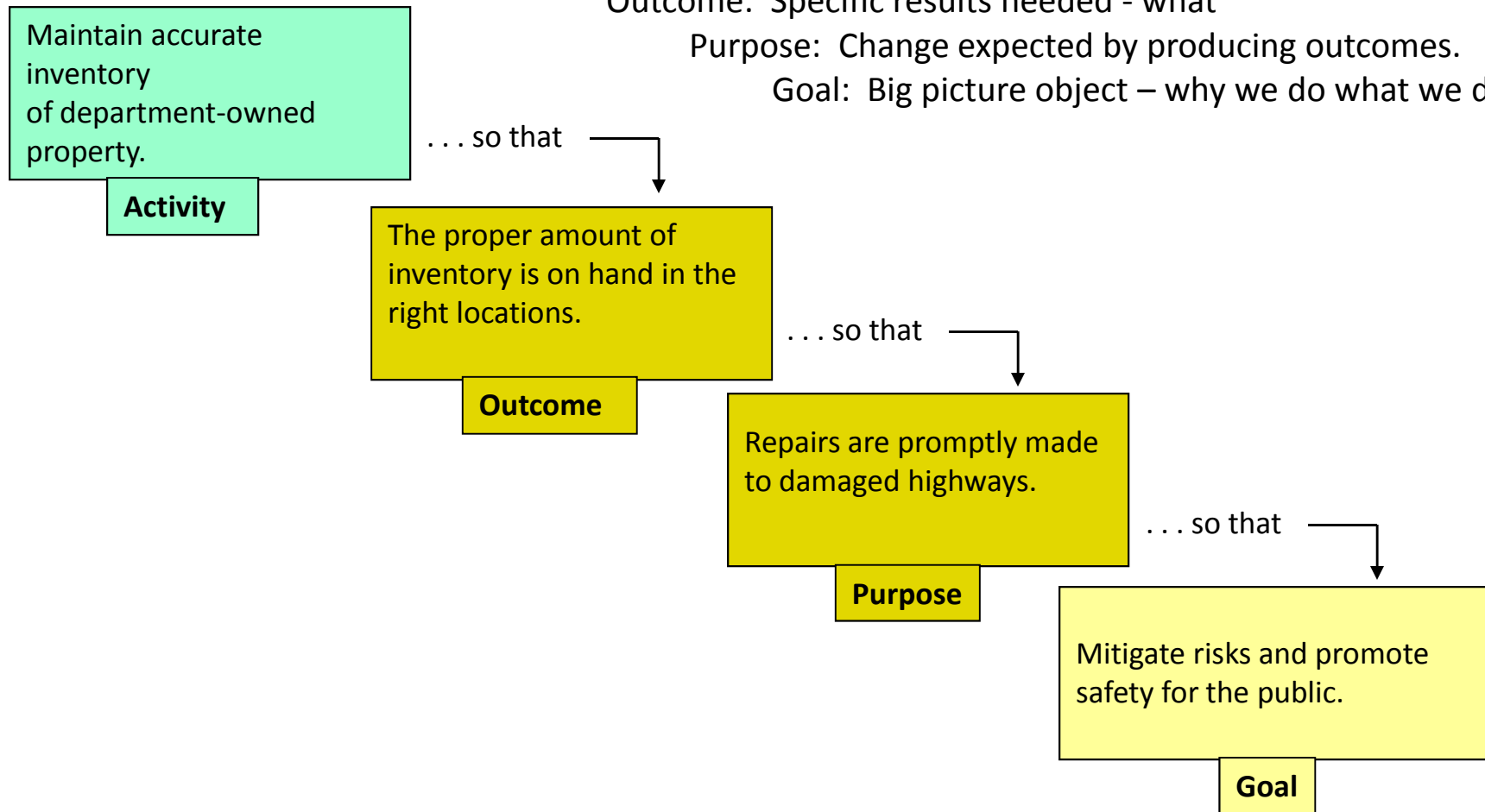
## Program Logical Framework

Activity: Tasks and responsibilities – how, who, when

Outcome: Specific results needed - what

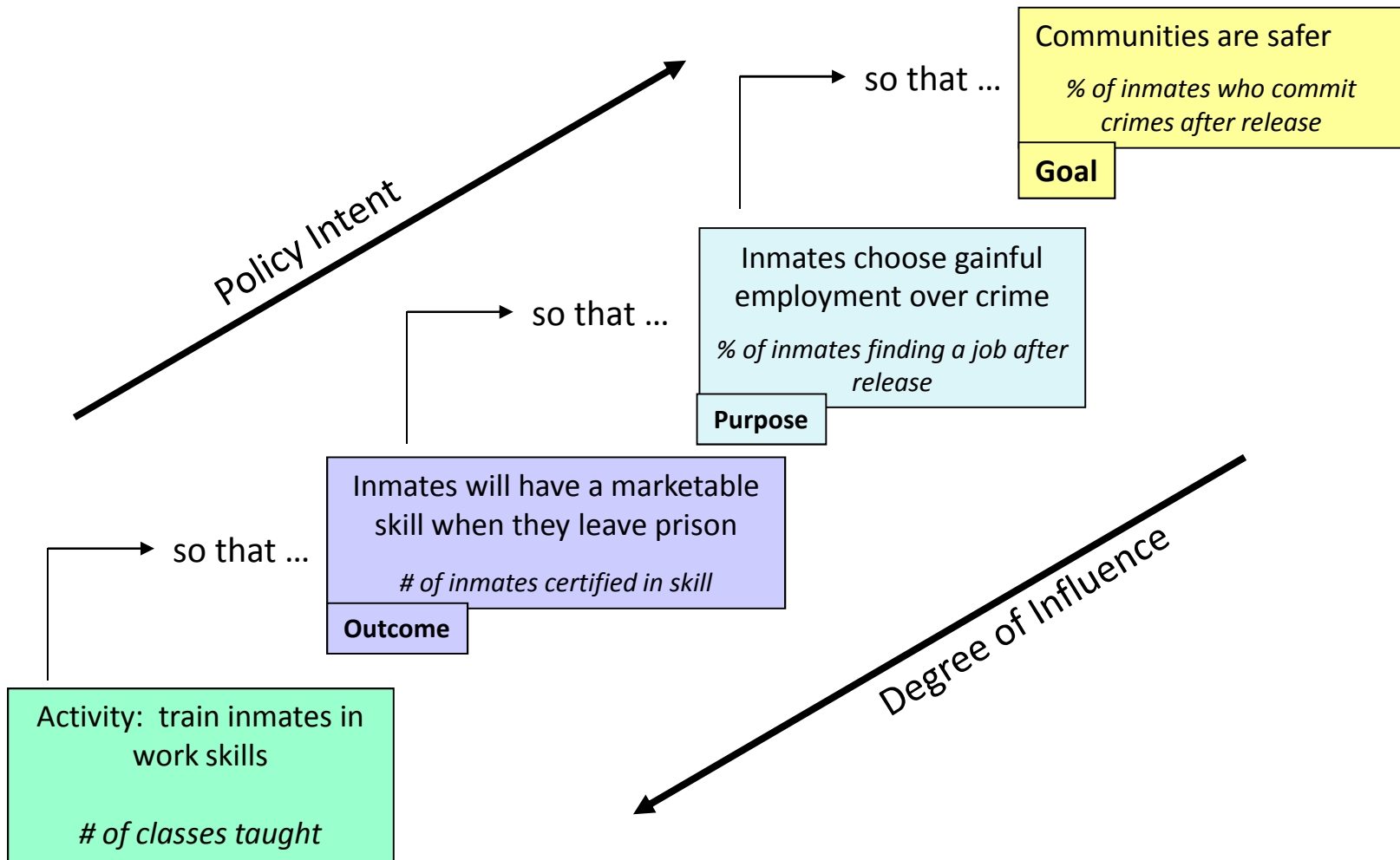
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Goal: Big picture object – why we do what we do.



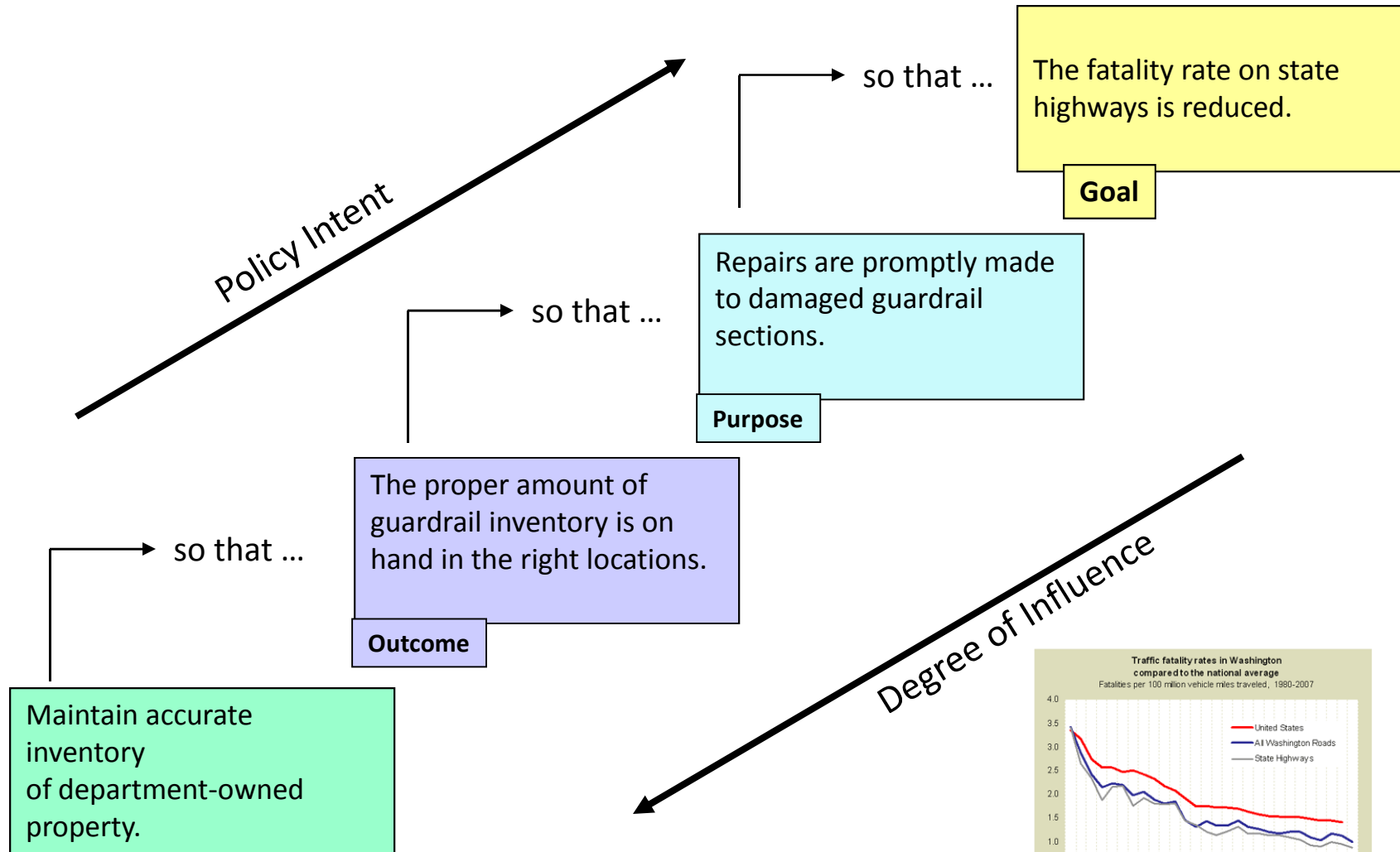
## Managing and Measuring Performance

# The Logical Framework



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## *PMMO Logical Framework*



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### *Types of Measures*

**Productivity** – rate of production per a given resource, usually labor

- Examples: miles of pavement resurfaced per crew; number of clients counseled per social worker

**Efficiency** – ratio of outputs to cost

- Examples: cost per purchase order transaction, cost per ton of residential refuse, cost per seminar conducted



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### *Types of Measures*

#### **Service quality** – how well a service is performed

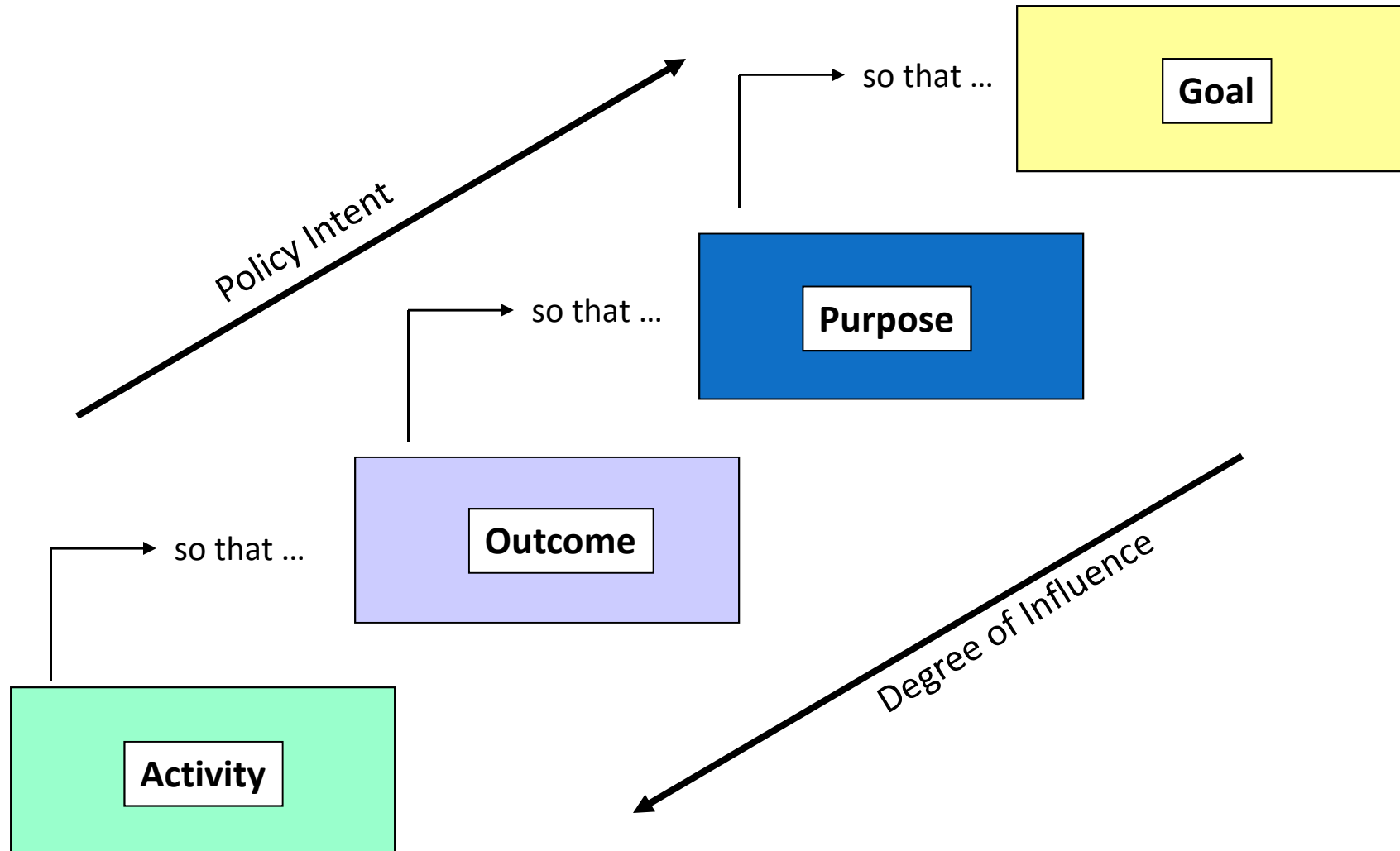
- Examples: turn around time, accuracy, courtesy, safety, accessibility. Often target is a standard.

#### **Customer satisfaction**

- Most often measured through a survey
- Can be related to service quality or effectiveness
- Complaints tracking can be a proxy

## Managing and Measuring Performance

### *Sample Logical Framework*



## Managing and Measuring Performance

### *Small Group Exercise – arrange in logical order*

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Get rich and move to Fiji</li><li>• Find a mate for Orville the hamster</li><li>• Breed prize hamsters</li><li>• Become the “Hamster Giant”</li></ul> |  |
|   |  |

## Managing and Measuring Performance

### *Small Group Exercise – arrange in logical order*

- Get rich and move to Fiji
- Find a mate for Orville the hamster
- Breed prize hamsters
- Become the “Hamster Giant”

- Write and publish articles
- Become a sought-after expert
- Increase my professional reputation
- Identify needs in my field

- Identify ineffective practices
- Have staff use standard procedures
- Develop and publish best practices
- Improve corporate productivity

- Get promoted faster
- Get an MBA degree
- Become a CEO by age 40
- Take part-time classes

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### *Small Group Exercise - solutions*

- Find a mate for Orville the hamster
- Breed prize hamsters
- Become the “Hamster Giant”
- Get rich and move to Fiji

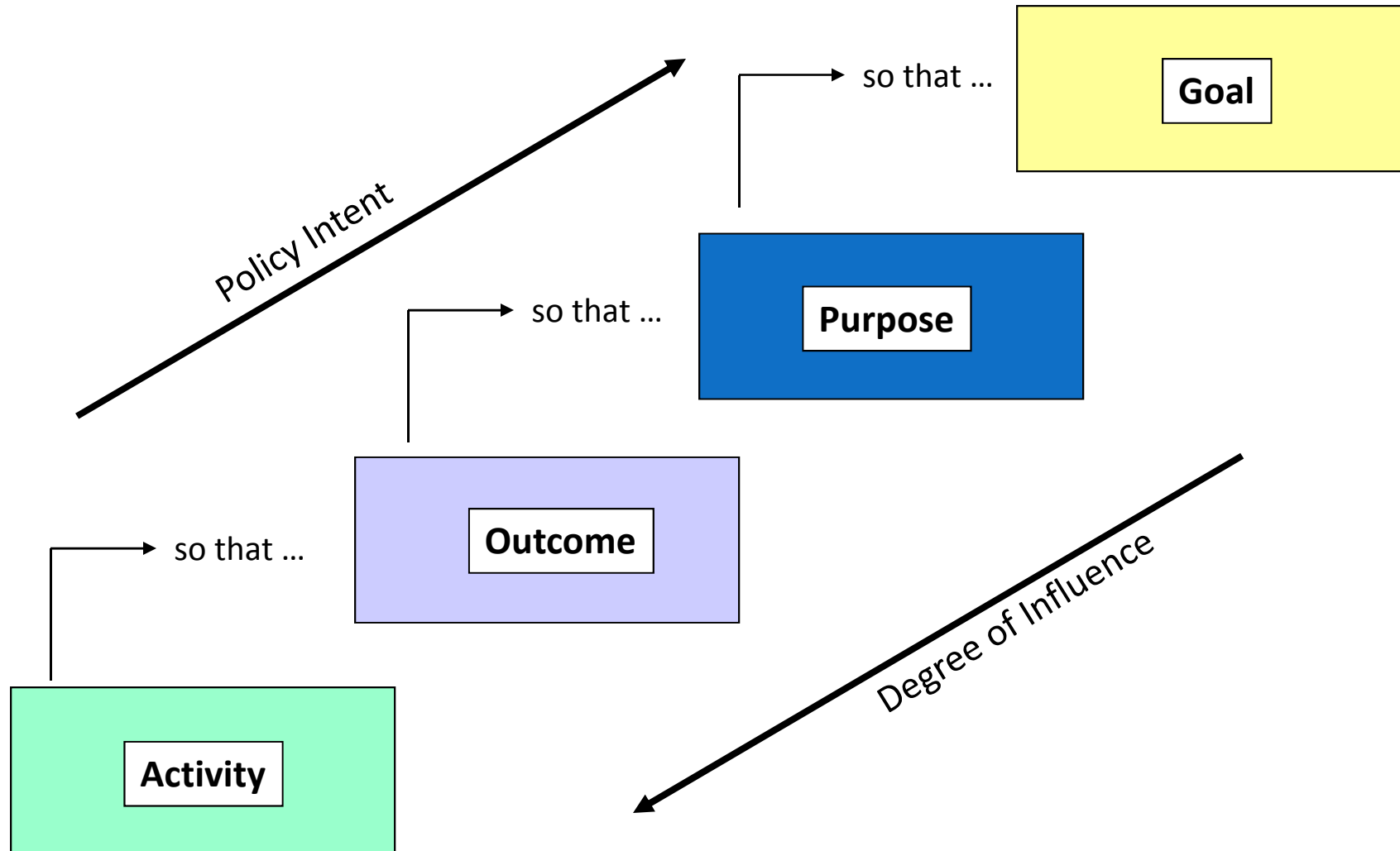
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### *Logical Framework – develop two work-related examples*



## Managing and Measuring Performance

Now ask the four strategic questions:

1.  What are we trying to accomplish and why?
2.  How will we measure success?
3.  What other conditions must exist?
4.  How do we get there?

<i>Objectives</i>	<i>Success Measures</i>	<i>Verification</i>	<i>Assumptions</i>
<i>Goal</i>			
<i>Purpose</i>			
<i>Outcomes</i>			
<i>Activities/Inputs</i>			

# Managing and Measuring Performance

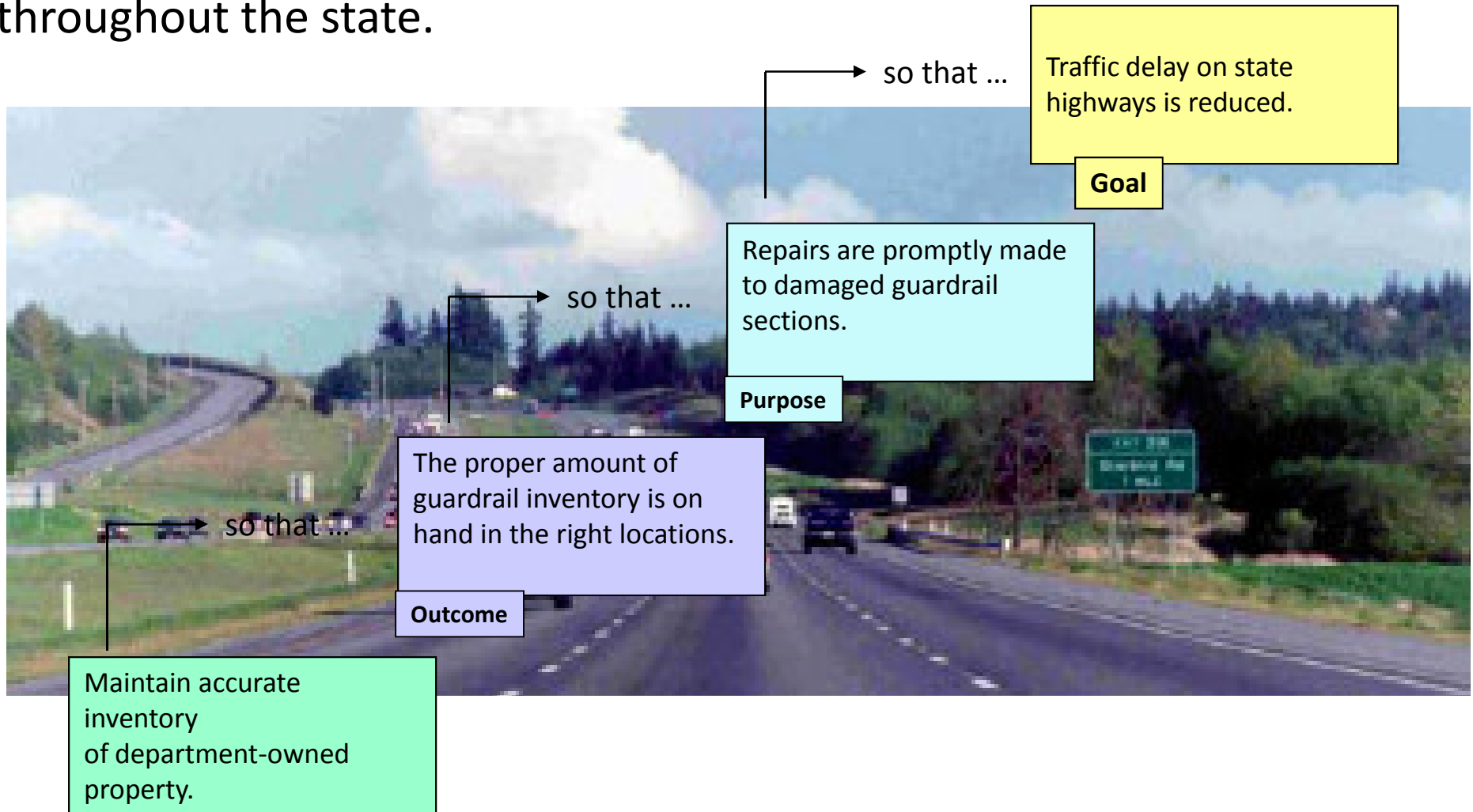
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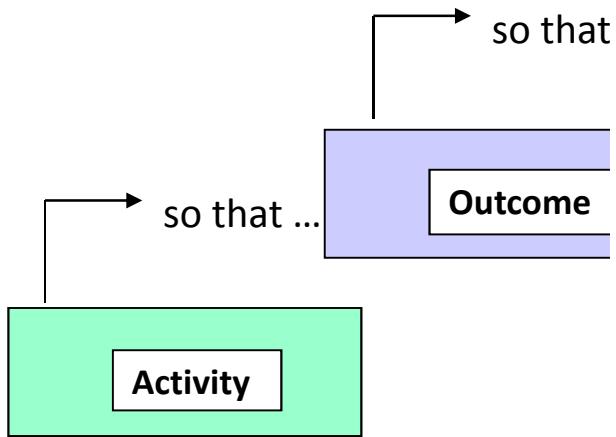
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# Managing and Measuring Performance



How, who, when  
 and - what  
 achieved by producing outcomes.  
 Purpose - why we do what we do.

<i>Objectives</i>	<i>Assumptions</i>
<i>Goal</i>	
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