

## QUICK FACTS

- In 2008, the Office of Management and Budget (OMB) reported 37% of Federal Government programs failed to meet their performance goals.
- Additionally, 12% of Federal Government programs reviewed by OMB have no performance output measure.
- OMB also noted that 31% of Department of Defense (DoD) performance targets were not met.



## EFFECTIVE PERFORMANCE MEASUREMENT SYSTEMS

- Focus on internal and external customers, outcomes and results.
- Identify inter-, and intra-agency dependencies to drive cross-agency performance.
- Embrace actionable, data-driven performance measures and avoid “admiration” metrics.
- Couple intuitive performance measures with effective governance processes to create a performance improvement culture.

## INTRODUCTION

Effective performance measurement is the quantifiable, consistent and enduring assessment of outcomes, outputs, cost effectiveness and input readiness and efficiency. They should directly support the management of an organization’s mission and programs vis-à-vis the activities in which it engages.

The time honored axiom of “if you can’t measure it, you can’t manage it” has never been more true than it is today in government. Policy makers, agency leaders and taxpayers demand transparency. Expanding Federal Government programs such as protecting the food supply, health care reform, securing our borders and nation and regulatory reform all require performance measurements and data. Many Federal Government regulations require performance reporting. However, incorporating performance measures to manage successful program outcomes remains a challenge.

## Client Solution Architects

# Performance Measurement Services For Federal Government Programs and Agencies

## CASE STUDY

### The Challenge

The U.S. Navy was evaluating the ongoing effectiveness of a new waterfront support service. Overall timeliness was the key customer satisfaction metric; yet it could not be analyzed without measuring sub-process timelines.

### The Approach

Analysts with CSA mapped sub-processes in the context of the programmed data collection capability to develop actionable measures within this constraint.

### The Results

The resulting analysis was used to extract data from a text-based reporting system and into actionable information. This enabled accurate sub-process cycle-time measurement. Process improvement projects were then able to focus on root cause issues of performance.

# Performance Demands Results and Transparency

## CSA PERFORMANCE MEASUREMENT SERVICES

Our services focus on an organization's performance to both internal and external customer groups. Our primary focus is to eliminate the waste of limited resources on "admiration metrics," highlighting actionable performance measures for leadership. These meaningful performance measures directly support leadership's ability to achieve corporate strategic initiatives. The outcome is an enhancement tool that drives organizational performance based on relevant performance data.

Our services include:

- Analysis and mapping of strategic measures to operational measures
- Cascading and aligning measures across the organization
- Development and analysis of Key Performance Indicators (KPIs)/measures
- Data collection, gap analysis and cleansing
- Process mapping and benchmarking
- Analytical modeling and simulation of performance data
- Performance review, analysis and reporting
- Performance management processes and governance design

## THE CSA DIFFERENCE

- Operations Research (OR) and industry expertise and knowledge
- Lean Six Sigma (LSS) capabilities and experience
- Analytical tool sets for modeling and simulation
- Partnerships with leading information technology integrators
- Strategic and operational planning and execution skills

## BENEFITS

- Increasingly consistent, comparable assessments of organizational success
- Defined and actionable information for ongoing operational problem review and solving
- Provides objective information for organizational decision making
- Ensures data measurement aligns with corporate performance reporting and strategic planning