

Performance Intelligence (PPS)

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Introduction

In order to survive in a world with a free market economy, organizations should continue to put their efforts into "Profit Increase". In general this ambition requires enormous efforts of "Human Capital".

Unfortunately, the definition and communication of strategic objectives to the workplace often are inadequate. The focus on input rather than on output is often the consequence. This results in confusion among employees with regard to the expectations of the employer. These employees live simultaneously in a world of further individualization with a growing need for self exploration, entrepreneurship and "Qualitytime". In the quest to satisfy these needs they request huge efforts of their employers who, in general, are unable or unwilling to deliver.

A poor performance, absenteeism and an unwanted waste of energy and money is unfortunately often the outcome. Calculations and estimates from throughout the world come to an average inefficiency of the use of "Human Capital" of more than 30%!

With the development of our own unique Performance Intelligence product (PPS) 4SUC6 offers in 2008 a complete management model for achieving a SUC6full organization. A brief description of this product can be simultaneously used by organizations to gain helpful insights in the key performance management issues.

What is PPS

4SUC6 develops and implements Performance Positioning System (PPS®). This is a complete concept on our field of Performance Intelligence. We consider the main characteristics of PPS from the three major Performance management domains - Business – Empowerment and ICT. We present recommendations for each of these domains using our key values which are trust, happiness and simplicity.

Business.

... From Trust:

- "Dare to invest in putting responsibilities and powers low in your organization."
- "Assessment on output, coaching on input!"

... From Simplicity:

- "A change of strategy is reflected in a modification of the weighting factors, KPAs and KPIs remain unchanged."
- "Benchmarking with target and average, reward progression and any contribution to the sales results!"
- "Create the balance between personal - and team performance and cooperation will arise."

... from Happiness:

- "Do not be economical with rewarding performance!"
- "Opt for rewarding in products or activities that will increase Welfare. Welfare brings happiness, prosperity enjoyment."
- "Dare to reward good initiatives and good ideas!"

Empowerment

... From Trust:

- "People are naturally good and all want to be successful. Give them a chance, confidence and support and they will succeed!"

... From Simplicity:

- "Probably you will get what you deserve, not what you expect. Imagine your expectations or when will you get into action?"

... From Happiness:

- "Seeing is more than looking. The most beautiful description of a sunset comes from a blind man!"

ICT

... From Trust:

- "Output of performance is traceable."
- "Automate the process of reporting."

- "By maintaining historical data, mutations will not influence team performances."

... From Simplicity:

- "One central environment for the required data, a so-called data warehouse."
- "No expensive software solutions as they are not required!"
- "Opt for private management or outsourcing."

... From Happiness:

- "Fast and easy access to" Performance portal" for everyone."
- "Create a Welfare shop!"
- "Make it personal: on parts "customizable "(eg personal mission statement)."
- "Provide a Market: demand and supply of tips and tricks in relation to performance improvement."

Final word

We encourage organizations to review their policies and the strategy and make a next step towards the success. More information about our services and products can be found under "Do" on our site. <http://www.4suc6.com>

About the authors

Bastiaan Hoogink



During my career as a manager in business services my fascination with the interplay between man, organization, process and infrastructure has continually grown. It is fascinating to observe and analyze the role and conduct of the man in the position of "performer". The combination of years of experience, intensive explorations and my passion has resulted in a strong personal vision of Performance Management, or rather, Performance Intelligence.

In my partner Maxim, I have found a special "partner in philosophy" who has the special gift to translate ideas models into a infrastructural environment.

I invite anyone who is interested in sharing ideas with me in the discipline of "Performance Intelligence" to contact me!

Maxim Ivashkov



My PhD in the field of modeling process has ultimately led to a great interest in the field of Performance Management. Processes of decisionmaking within enterprises are reflected in reports. These provide insights and input to desirable adjustments to policy and strategy with positive results for human and organization as a result.

In my experience Performance Management is missing the required intelligence. Therein lies the biggest challenge for me. Intelligence within Performance Management is reflected in the following items:

- Advice on desired decisionmaking
- Differentiation into various dimensions
- Performance benchmarking
- Quantification of criteria of conduct
- The right link with a reward system

Take advantage of our knowledge, experience and commitment and make the step from Performance Management to Performance Intelligence possible. High performance of your department or company can only be achieved by a strategic approach from four angles. My business partner, Bastiaan, deals with the design of your organization and the people within the culture. I take the processes and ICT for my account.