ROADMAP FOR CONTINUOUS IMPROVEMENT

PERFORMANCE CULTURE
1.1. Clarify accountability for reaching KPI targets and meeting objectives.
1.3. Promote using KPIs for performance measurement with the help of top management.

PERFORMANCE MEASUREMENT
1.4. Optimize the KPI selection process.
1.5. Associate all the KPIs with the strategic objectives.
1.6. Standardize the KPI documentation process.

PERFORMANCE MANAGEMENT
1.7. Conduct data analysis on KPI results before performance review meetings.
1.8. Schedule and conduct monthly performance review meetings at operational and departmental levels.
1.9. Use the Portfolio of Initiatives to track progress during performance review meetings.

PERFORMANCE CULTURE
2.3. Open channels to capture improvement ideas and reward the best ones.
2.4. Initiate communication campaigns to raise awareness on the organizational strategy.
2.5. Develop lessons learned logs to enhance knowledge sharing.

PERFORMANCE MEASUREMENT
2.6. Select and monitor non-financial KPIs.
2.7. Conduct target setting workshops.
2.8. Set in place a data collection systems for KPI results.

PERFORMANCE MANAGEMENT
2.9. Improve the data analysis process with advanced techniques like data modeling.
3.0. Optimize the number and frequency of performance review meetings at operational and departmental levels.
3.1. Develop an Initiative Documentation Form and associate initiatives with objectives.

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PERFORMANCE CULTURE
3.5. Create a bonus system with financial and non-financial rewards for reaching KPI targets and meeting objectives.
3.6. Organize internal competitions to engage employees and generate creative ideas.
3.7. Secure budget for investment in well-being programs for employees.

PERFORMANCE MEASUREMENT
3.8. Assign owners and data custodians for all KPIs.
3.9. Provide dedicated training on performance measurement.
4.0. Use a BI software to collect and report performance results.

PERFORMANCE MANAGEMENT
4.1. Improve the data analysis process with advanced techniques like predictive analytics.
4.2. Open various channels for the employees to submit innovation ideas.
4.3. Create a Project Management Framework on best practices in the industry and the company’s experience.

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PROGRESS FROM LEVEL 2 TO LEVEL 3

PERFORMANCE CULTURE
1.1. Clarify accountability for reaching KPI targets and meeting objectives.
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PERFORMANCE MEASUREMENT
1.4. Optimize the KPI selection process.
1.5. Associate all the KPIs with the strategic objectives.
1.6. Standardize the KPI documentation process.

PERFORMANCE MANAGEMENT
1.7. Conduct data analysis on KPI results before performance review meetings.
1.8. Schedule and conduct monthly performance review meetings at operational and departmental levels.
1.9. Use the Portfolio of Initiatives to track progress during performance review meetings.

PROGRESS FROM LEVEL 3 TO LEVEL 4

PERFORMANCE CULTURE
2.3. Open channels to capture improvement ideas and reward the best ones.
2.4. Initiate communication campaigns to raise awareness on the organizational strategy.
2.5. Develop lessons learned logs to enhance knowledge sharing.

PERFORMANCE MEASUREMENT
2.6. Select and monitor non-financial KPIs.
2.7. Conduct target setting workshops.
2.8. Set in place a data collection systems for KPI results.

PERFORMANCE MANAGEMENT
2.9. Improve the data analysis process with advanced techniques like data modeling.
3.0. Optimize the number and frequency of performance review meetings at operational and departmental levels.
3.1. Develop an Initiative Documentation Form and associate initiatives with objectives.

PROGRESS FROM LEVEL 4 TO LEVEL 5

PERFORMANCE CULTURE
3.5. Create a bonus system with financial and non-financial rewards for reaching KPI targets and meeting objectives.
3.6. Organize internal competitions to engage employees and generate creative ideas.
3.7. Secure budget for investment in well-being programs for employees.

PERFORMANCE MEASUREMENT
3.8. Assign owners and data custodians for all KPIs.
3.9. Provide dedicated training on performance measurement.
4.0. Use a BI software to collect and report performance results.

PERFORMANCE MANAGEMENT
4.1. Improve the data analysis process with advanced techniques like predictive analytics.
4.2. Open various channels for the employees to submit innovation ideas.
4.3. Create a Project Management Framework on best practices in the industry and the company’s experience.

STRATEGIC PLANNING
2.0. Define the organization’s corporate values.
2.1. Conduct a SWOT analysis and a market analysis before the yearly strategic planning session.
2.2. Develop a strategy map and a corporate scorecard to reflect the progress made in reaching objectives.

STRATEGIC PLANNING
3.2. Cascade the organizational strategy to all departments.
3.3. Develop a strategy review process and inform all stakeholders.
3.4. Design a dashboard to complement the corporate scorecard with more granular metrics.

STRATEGIC PLANNING
4.4. Allocate a person for the management of strategy.
4.5. Develop a communication plan to raise awareness on important changes to the strategy.
4.6. Cascade strategic objectives and KPIs to employee level to manage individual contribution to strategy execution.