Factsheet

Performance Improvement Maturity Model

Questionnaire Template – Performance Improvement Maturity Model						
Dimensions		Response Options				
Data Analysis						
1	The data analysis process is well established and streamlined.	1	2	3	4	5
2	Data analysis for KPIs is performed by clearly designated staff.	1	2	3	4	5
3	Data are analyzed regularly in accordance with a predefined schedule, once the KPI data is received.	1	2	3	4	5
4	Data quality reviews are based on a combination of several methods such as random data sampling, double checking or automation.	1	2	3	4	5
5	Data analysis is done using specific business analysis techniques such as Root Couse Analysis, Fishbone Diagram, 5 Why's or other relevant techniques.	1	2	3	4	5
6	Performance data is analyzed and relevant interpretations of the data gathered are generated for all the KPIs monitored.	1	2	3	4	5
7	Advanced data interpretation methods, such as data modelling and predictive analytics are used during the data analysis process.	1	2	3	4	5
8	Interpretations of data are developed for both individual KPIs but also based on the interrelations identified as part of Scorecards and Dashboard clusters.	1	2	3	4	5
9	One or more specific software solutions are used to analyze the performance data.	1	2	3	4	5
Reporting						
10	The KPI reporting process is well established and understood.	1	2	3	4	5
11	Quality assurance review is employed during and after compiling the performance report.	1	2	3	4	5
12	Duplication of reporting data is generally avoided.	1	2	3	4	5
13	A performance report including all KPIs results and comments is generated at the end of each performance management lifecycle.	1	2	3	4	5
14	Performance reports are generated on time.	1	2	3	4	5
15	Reporting is mainly done based on a balanced combination of graphics, visual representations, tables and text.	1	2	3	4	5
16	Stand-alone tables and text interpretation of the KPI data without proper graphical visualization are used at a minimum or not at all.	1	2	3	4	5
17	Performance reports are automatically generated using BI software dedicated features.	1	2	3	4	5
18	Performance reports are made available to a large number of key stakeholders (including first line employees) based on different access level to data.	1	2	3	4	5
19	Performance reports are transparent, clear, well understood and received by the targeted audience.	1	2	3	4	5