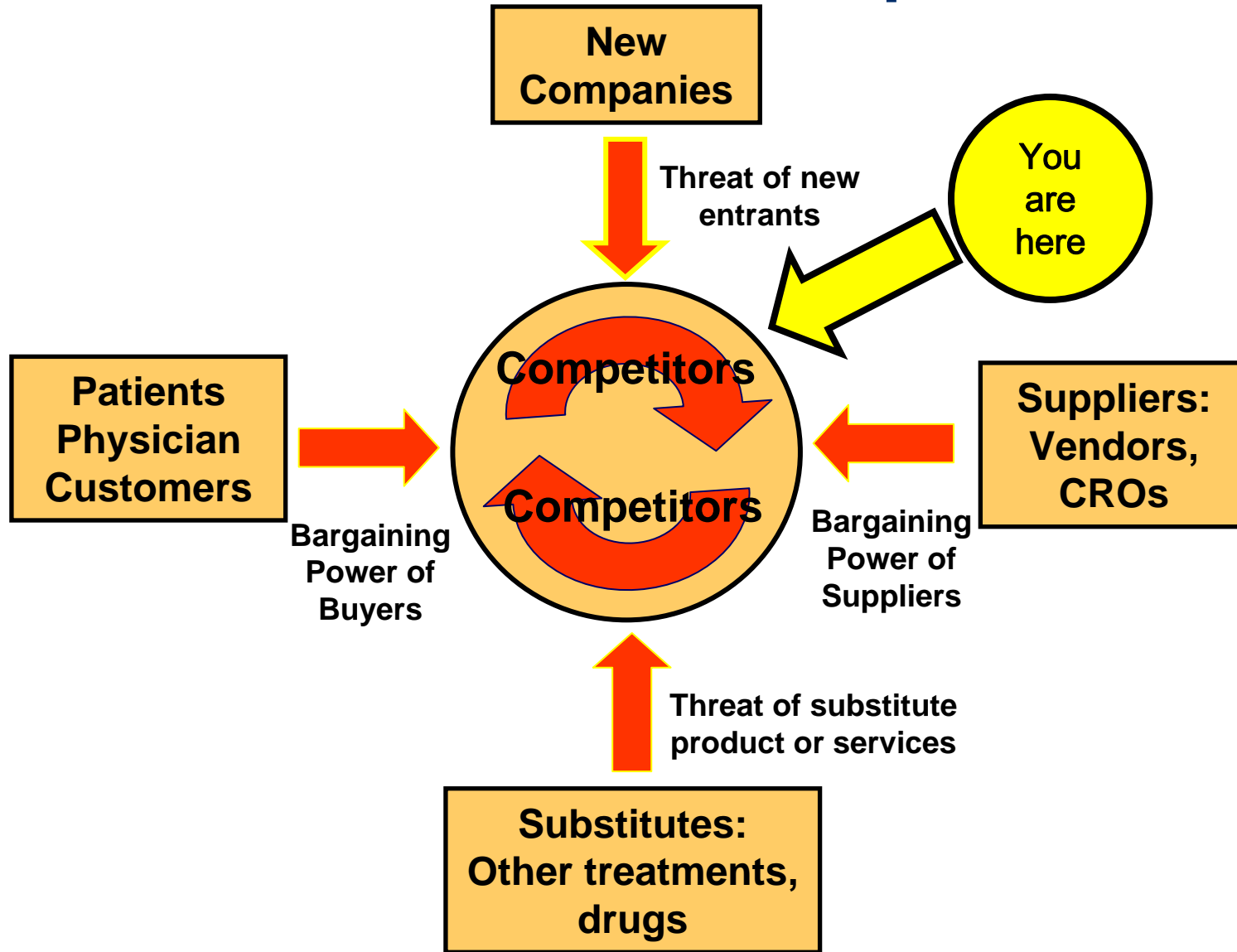
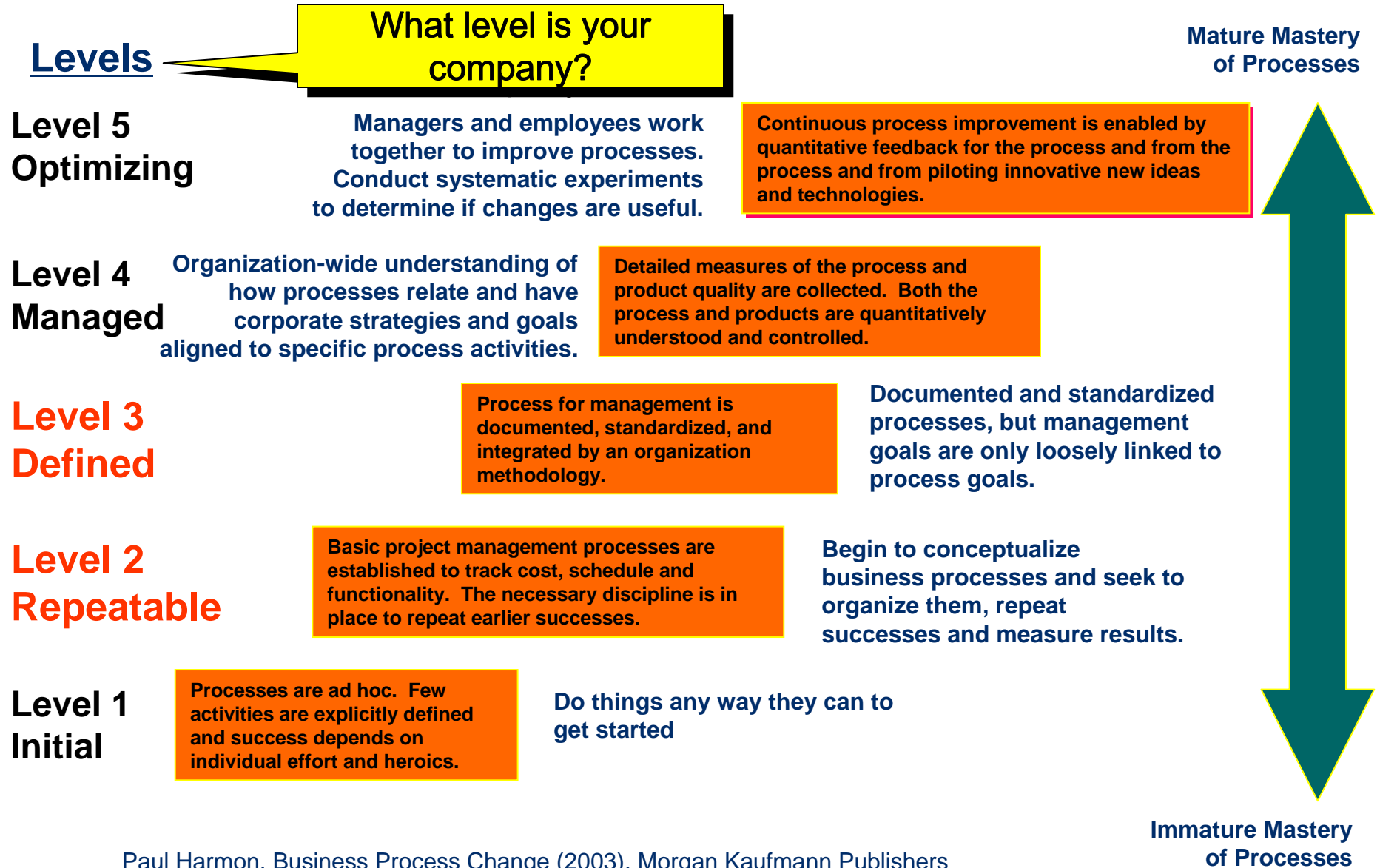


Porter's Model of Competition



Capability Maturity Model (CMM): Five Levels



Rummler and Brache Performance Framework

Are you on this grid?

Levels of Performance	Goals and measures	Design and implementation	Management
Organizational	Org. goals and measures of success	Org. design and implementation	Org. management
Process	Process goals and measures of success	Process design and implementation	Process Management
Activity or performance	Activity goals and measures of activity success	Activity design and implementation	Activity management

Example of Performance Framework

Are your goals on this grid?

Levels of Performance	Goals and measures	Design and implementation	Management
Organizational	<ol style="list-style-type: none"> 1. Has strategy been communicated? 2. Does this strategy make sense? 3. What is required outputs of organization at each level? 	Is current work flow of input and outputs between departments appropriate?	<ol style="list-style-type: none"> 1. Have departmental goals been set? 2. Is relevant performance measured? 3. Are appropriate resources allocated?
Process	Are goals for key processes linked to each other and to organizations' goals?	Are processes characterized into logical and efficient workflows and sub-processes?	<ol style="list-style-type: none"> 1. Have appropriate sub-goals been set? 2. Are process performance and interfaces managed?
Activity or performance	Are activities outputs and standards linked to process requirements?	<ol style="list-style-type: none"> 1. Are activity requirements reflected in system or job descriptions of people assigned? 2. Are activities in logical sequence? 	<ol style="list-style-type: none"> 1. Do performers know their responsibilities and expectations? 2. Do performers have sufficient resources, priorities, etc? 3. Do skill sets match the job?