

performance management



As organizations look for ways to provide services more efficiently and effectively, performance management can offer steps to continuously improve those services and ensure that they are meeting the strategic goals and objectives of the community.

But performance management is more than simply looking at processes and policies. Routinely gathering data, benchmarking against similar communities, evaluating program performance and developing a solid improvement plan are just some of the steps needed to instill a culture of accountability and continuous improvement.

At The Novak Consulting Group, we can develop a performance management system tailored to your organization's needs. We link strategic planning, the management system and performance measures so that the result is an outcome-based reporting system that is fact-based and data-driven. Your organization's infrastructure is strengthened.

Learn how your organization can benefit from focused, forward-thinking Performance Management. Visit TheNovakConsultingGroup.com or call 513-221-0500 today.



discover a more effective way to provide and measure services



If you don't take time to develop a performance management system, you'll never know how well you're delivering services, as well as achieving internal and community-wide goals. That's why performance management is so important to the success of organizations. When you work with The Novak Consulting Group, we can help you use performance management as a tool for evaluating process outcomes and efficiencies. Plus, you'll receive definitive solutions to turn plans into action.

Our steps to a better-managed organization:

Partnering with The Novak Consulting Group means a comprehensive look at your organization. We follow these steps, tailoring them to your specific needs and goals.

THE NOVAK CONSULTING GROUP DIFFERENCE

Our consultants have a wide variety of experience not only in performance management, but also in organizational efficiency, process improvement, financial management and customer service. By digging deep within an organization, we can identify strengths and weaknesses to deliver actionable solutions. This means that you not only receive an assessment of your organization, but specific ways to measure and improve performance with a complete implementation plan.



Engagement We will start by meeting with key representatives of your organization to learn about current systems, budgets, processes, goals and more. Each program and service will be identified and defined.

Conduct training and review existing efforts Because it's critical that all staff understand the importance, relevance and fundamentals of performance management, we will conduct interactive training sessions. Our team will also work collaboratively with your staff to develop performance measures that are relevant, timely and linked to overall goals.



Prepare performance measurements tools A comprehensive evaluation and assessment of each program area will be provided with a final set of performance measures for each program or service.

Integrate measures with a performance management system We will then help the organization integrate performance measurement into its day-to-day culture. This will include tools for routine reporting and tracking of all performance data.



Follow-up training Implementation is key to success of a performance management system, so we train managers how to use the tools and adapt the system as the organization's goals change.

System Documentation A final report including the entire performance management system will be prepared for your organization.