

Performance Measurement is a Game

People like performance measurement. It is a basic instinct that explains why sport is so popular. The ability to measure what is happening around us is critical to life itself. Since its very beginning, life has survived, adapted and evolved through the ability to measure. Up/down, light/dark, hot/cold, without measurement, life itself cannot exist.

The critics of performance management and performance measurement say it is too hard, too expensive and people don't like it. Yet they measure anyway. Constantly complaining that "someone hasn't" or "someone should". Always looking to see who is to blame.

The truth is that good people don't enjoy the aimless chaos and bad measurement that exists in the absence of good measurement. Like sport, performance measurement is a positive environment. Like sport, we measure success, not failure. We reward excellence and cheer our successes. Like sport, performance measurement in your business can be a positive force that generates much more value than the effort required. Like sport, a winning business team attracts winners and supporters.

It is losing that is too hard, too expensive and....good people don't like it.



Critical Success Factors

Capability	Focus	Willingness
Knowledge	Understanding	Consistency
Product	Process	People