SFJ LG6
Contribute to organisational performance improvements

Overview

This standard is about contributing to the continuous improvement of the overall performance of the organisation. The emphasis is on developing standards, targets and frameworks for monitoring and evaluating the performance of the organisation with the aim that these will add value in the eyes of customers and other key stakeholders.

The standard is recommended for those who input into organisational strategy and/or are involved in recording and monitoring the progress of the organisation.

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Performance criteria

You must be able to:

P1   establish valid and appropriate measures for evaluating the performance of your organisation

P2   involve partners when considering service systems and improvements for communities

P3   establish systems for collecting and assessing information on the overall performance of the organisation and partners you work with

P4   use the findings to identify opportunities where organisational performance could be improved

P5   come forward with potential and actual performance problems and suggested opportunities for improvement

P6   benchmark the performance of your organisation against other carefully selected organisations and take action based on the findings

P7   share knowledge and understanding on how improvements have or can be made across the organisation and with partners

P8   monitor that any improvements made are in line with the organisation's vision and objectives

P9   evaluate how the improvements made reduce the gap between what your customers and other key stakeholders want and what your organisation's products and/or services and processes deliver

P10   identify the improvements made are those that have been identified as being of most benefit to the organisation, its customers and other key stakeholders

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Knowledge and understanding

You need to know and understand:

K1   the principles which support organisational improvement

K2   the importance of establishing and applying valid and appropriate measures for evaluating the performance of your organisation

K3   how to establish systems for collecting and assessing information on the overall performance of the organisation and how to use the findings to identify opportunities where organisational performance could be improved

K4   how to benchmark the performance of your organisation against others and take action based on the findings

K5   the value of a customer-focused culture

K6   the importance of supporting a culture that continually improves and how to involve others in achieving this

K7   the importance of finding out the cause and effect of problems and changes

K8   ways of measuring the effect of improvements

K9   the principles and processes of effective communication and how to apply them

K10   the sector and market in which your organisation works

K11   the range of information sources and techniques for collecting information that are relevant to the sector in which your organisation works

K12   relevant trends and developments in the sector

K13   your organisation's vision, objectives and associated plans

K14   your organisation's structure, values and culture

K15   how your organisation adds value through the delivery of its products, services and processes

K16   your organisation's customers and other key stakeholders and their needs

K17   measures of performance relevant to your own organisation

K18   methods of gathering information suitable for your own organisation

K19   formal and informal sources of information relevant to your organisation

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