## TSC Category
General Management

## TSC
Organisational Performance Management

## TSC Description
Implement organisational performance systems to meet business plans and objectives by establishing performance indicators, tracking progress and addressing gaps

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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</thead>
<tbody>
<tr>
<td>MAR-GMT-3008-1.1</td>
<td>Monitor performance of the department</td>
<td>Manage organisation performance systems across departments</td>
<td>Formulate organisational performance systems and key performance indicators in alignment with organisation’s vision, mission and values</td>
<td>Establish organisational guidelines for performance systems according to organisational mission and objectives</td>
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</tbody>
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### Knowledge
- Types of performance systems
- Department’s policies, products and processes
- Performance monitoring and testing procedures
- Industry best practices for implementing organisational performance systems
- Gap analysis procedures
- Organisation’s policies, products and processes
- Objectives of the organisation’s performance systems
- Key performance indicators
- Root cause analysis procedures
- Relevant legal and regulatory requirements
- Organisation’s vision, mission and values
- Industry best practices in organisational performance systems
- Emerging trends and regulatory standards of organisation performance management

### Abilities
- Document operational functions of the organisational performance systems within the department
- Perform regular tests and checks on business processes according to monitoring and testing procedures
- Track the progress and performance of business processes by comparing test results against key performance indicators
- Identify gaps in business processes based on test results and highlight areas for improvement
- Implement organisational performance systems within the department whilst taking into account its unique requirements
- Design monitoring and testing procedures for processes within the department that are aligned to the requirements of key performance indicators
- Evaluate performance of the department against goals set
- Perform gap analysis on the gaps identified within the department
- Develop organisational performance systems that are in line with business plans and objectives
- Oversee the implementation of organisational performance systems to ensure consistency across the organisation
- Develop key performance indicators to assess the overall performance of the organisation based on emerging trends
- Perform root cause analysis of organisational performance systems
- Establish organisational guidelines for the adoption of organisational performance systems according to business objectives
- Review organisation performance systems to ensure their alignment with organisational vision, mission and values
- Endorse key performance indicators in assessing organisational performance as per industry best practices and regulatory standards
| • Perform modifications to close the gaps found in business functions according to requirements of action plans | • Identify root causes for gaps between current and future state of department based on the gap analysis | • Review reports and develop blueprints to address gaps identified | • Review blueprints for addressing gaps found in business processes to ensure their alignment with organisational mission and objectives |

- Develop reports with recommendations on how to address root causes and close gaps in the department
- Translate blueprints into implementable action plans