

## Overview

This standard is about developing and coordinating organisational performance. It includes identifying, prioritising and agreeing key performance factors, helping users to implement the procedures, evaluating the procedures and recommending changes. It also covers identifying, developing, implementing and evaluating improvements in corporate performance in accordance with legal and regulatory requirements.

The standard is for professionals in business administration roles who develop and coordinate organisational performance.

## Performance criteria

### *You must be able to:*

1. collate and identify the relevant organisational performance information
2. identify and prioritise the organisational performance indicators against corporate objectives, strategies and policies
3. agree qualitative and quantitative organisational performance indicators and measures
4. analyse and interpret opportunities for improving the organisational performance
5. identify and recommend the organisational performance monitoring systems and procedures
6. agree the implementation of organisational performance monitoring systems and procedures
7. analyse the results of organisational performance monitoring systems and procedures
8. evaluate organisational performance monitoring systems and procedures
9. recommend changes to organisational performance with relevant decision-makers
10. confirm the changes to be carried out within agreed timescales and deadlines
11. support organisational decision-making through presenting and communicating the findings and results
12. help colleagues and team members to adopt the changes to organisational performance
13. monitor and review the impact and effectiveness of changes to support future decision-making
14. collate lessons learned from your experience to inform further processes and organisational practice improvement
15. apply relevant improvement theory and practice to your organisational processes
16. ensure the ethical responsibilities are met when recommending opportunities for improving organisational performance
17. follow the legal and regulatory requirements when analysing opportunities for improving organisational performance

## Knowledge and understanding

### *You need to know and understand:*

1. the methods of collating and identifying the relevant organisational performance information
2. the organisational objectives, strategies and policies
3. the types of organisational performance monitoring systems and performance indicators
4. how to develop organisational performance monitoring systems and procedures
5. the qualitative and quantitative organisational performance indicators and measures
6. how to analyse and interpret the validity of performance information
7. the organisational performance monitoring systems and procedures
8. the methods of implementing the organisational performance monitoring systems and procedures
9. how to analyse and evaluate the impact of organisational performance monitoring systems and procedures
10. the ways of presenting information to colleagues and team members to adopt the change and support decisions
11. the methods of communication with colleagues and decision-makers
12. how to monitor and review the impact and effectiveness of changes in corporate performance
13. why it is important to collate lessons learned from your experience
14. the relevant improvement theory and practice to your organisational processes
15. the legal and regulatory requirements relating to the monitoring of organisational objectives, strategies and policies
16. the ethical responsibilities relating to the monitoring of organisational objectives, strategies and policies
17. the consequences of non-compliance with legal and regulatory requirements relating to the monitoring of organisational objectives, strategies and policies

## Skills

1. analysing
2. communicating
3. evaluating
4. negotiating
5. planning
6. prioritising
7. problem solving
8. researching
9. reporting

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Develop and coordinate organisational performance

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