

# Council Performance Improvement

## Announcing the 'CPI'

### ... the New Zealand 'Council Performance Improvement' programme

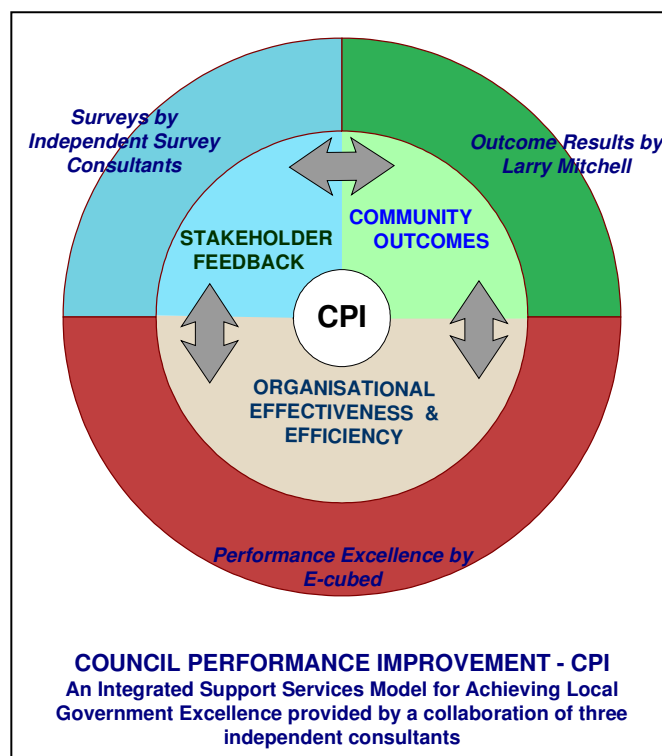
New Zealand's first cost-effective Council Outcomes based 'Performance Assessment and Excellence' package.

#### The Product:

The 'CPI' is ...

- An integrated package of three areas of expertise ... Survey-Outcomes-Excellence Modules
- Templates and software customised to fit regional and provincial New Zealand Councils
- Designed to assist New Zealand Councils to measure and set their own standards of performance and
- Plan ... and achieve performance improvement of their Council systems and their Community Outcome's

The following chart describes the 'CPI' with its three component modules, Information Surveys, Outcomes Measurement, and Performance Improvement (Excellence) ...



## A joint venture of Sector specialists:

Directed by **Larry. N. Mitchell** (local government Finance & Policy Analyst), and **Lloyd Evans** of **e-cubed Ltd**, the '**CPI**' has been specifically developed for Councils considering embarking upon performance measurement and improvement programmes ... many directly associated with their 2006-2016 long term Council and Community plans.

## Cost effectiveness:

*The big boys and girls ...* the Metropolitan Councils can (and often do) spend '**millions**' on their Excellence programmes alone. Some of these programmes have little relationship to mandated or Outcomes based performance measurement required in the New Zealand local government context.

The '**CPI**' is designed to meet both New Zealand Council requirements and fit the budgets of the vast majority of New Zealand Councils ... Councils who currently face ... **the challenge of implementing performance management at reasonable cost.**

## Get started ... an entry level option:

The programme commences with a modestly priced 'entry level' assignment designed to assess and report on '**existing state**' circumstances of each Council.

Use of tailored software, templates and an Outcomes based reporting framework provide excellent initial scoping, risk based assessments and focused analysis that gives a clear perspective for later '**CPI**' processes leading to improvements and (optional) external 'performance excellence' measurement, (use of NZ Business Excellence Foundation – Baldrige criteria).

## The benefits:

Councils need the tools that are relevant (customised) to their sector and that address New Zealand local government Outcome levels of performance reporting. The '**CPI**' programme does this.

Put simply the '**CPI**' programme is ...

- based on Council specific Survey data ... in house survey material supplemented with Independent Survey Consultants Council specific suite of survey techniques
- informed by the metrics of both the **Larry. N. Mitchell** '**Outcomes-Results**' reporting framework coupled with Council's Community Outcomes Measurements
- assessed against an internationally recognised, but locally tailored performance improvement criteria facilitated by **e-cubed**.

## Expressions of Interest:

If you are interested please contact ...



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