

stacey barr testimonials

Performance Measure Blueprint Workshop

"Stacey, **the workshop that you ran was revelational - truly**. Simpy put, the single most important question that I took away with me was a question you asked of me on the second morning: "What do you define as success for the organisation?" Well I've got to say that question took me about two or three days to answer properly. As a result, it's **strengthened the focus in our organisation about what matters most**. For example, we're now using the report template from the workshop for our Board report, and the meetings we have now have doubled in effectiveness because we're discussing the priorities. Thanks and keep up the good work!!"

Todd MacDougall, CEO, **Corcom** (www.corcom.org.au)

"Stacey, congrats and thanks again for such a great Performance Measure Blueprint Workshop last week - it's **inspiring to be around people who love what they do!** Your assistant facilitators Mark and Francois from 451 Consulting really rounded out the picture with their deep knowledge and oodles of passion!!"

Michael Ford, **Growth By Design Pty Ltd**

"Stacey, thanks so much for your fantastic Performance Measure Blueprint Workshop last week - it's really **given us momentum**. We finished our draft Results Map the day after the workshop. We're hoping to socialise the results map in a leadership conference to **demonstrate how our strategy cascades to operational outcomes**. We are now getting into the Measure Design to verify measures for our new performance scorecard. And we're going to **identify the measures we should use at division and department levels too**. We are also going to hook into a symposium in May to display our Results Map and and new measures in a Measure Gallery to **build more buy-in across the division - which will be fantastic. Full steam ahead.....!**"

Kate Dellar, Team Leader - BT Performance Reporting, **Suncorp**

"Thanks again for your brilliant course earlier this year. It and your regular updates/insights have been **inspiring and shapes the way my team measures performance!**"

Shan Welham, Manager - Carrier & Vendor Management , **Optus**

"Hi Stacey - Just wanted to say thanks again for the Performance Measure Blueprint Workshop this week. Not only have I **learnt a great methodology for performance measures** from you, I have also gained a bit more **insight and confidence that I can actually make a real difference in the business** and wider community. And if no one has told you - **your presentation skills are great**. So keep up the good work."

Chris Dunbar, Principal Management Accountant, **Queensland Treasury**



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“Warren van Wyk and Grant Bennett have the corporate responsibility for strategic planning & development as well as performance management and reporting at Redland Shire Council, Cleveland. In our management roles we have attended many conferences, workshops, and training sessions on this and other subjects.

In our opinion, **this was the best, most practical workshop both of us have ever attended.** This is the most straightforward, well thought through approach to developing and reporting performance measures that we have seen. We believe that this approach and process could be used in any organisational environment and would deliver great benefits to how you develop, design and report performance.

Having said that, none of us live in a perfect world and from a pragmatic point of view, it's difficult to throw out all your current KPI's and start again in one hit. So you'll be pleased to hear that we've found it very easy to take many of the components and techniques that Stacey shared with us and to apply them in order to improve our performance measures and how we report them.

It's worth concluding that the workshop experience itself was most enjoyable, it was a true workshop because it was easy to participate, everyone contributed, challenging questions were asked, points of view debated, many laughs had, and expert advice and opinion provided by Stacey and her team.

We have implemented the above changes and these are now reflected in our monthly Corporate Balanced Scorecard Report (measures overall organisational performance in key business areas) presented by the CEO to Councillors at Committee. It is also being implemented in our quarterly Operational Plan Report due to be reported to Committee in October.

Feel free to contact us at warrenv@redland.qld.gov.au or grantb@redland.qld.gov.au if you need further information. Phone (07) 3849 8594.”

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Website and ezines

“Hello Stacey, Our company is currently following a journey of transformation and I was so grateful when I came upon your amazing website! We do not have a formal performance measurement system in place yet, but all of **your wonderful insight is really allowing me to start a process of 2 way dialogue** with our managers about the KPA's which they could measure regarding their outlets and staff on the resort! Early days but a very exciting prospect indeed.”

Belinda, **a resort in South Africa**



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"Stacey, I have used some of the information that you're sending me in the mezhermnt ezine, and guess what - I have **used the 202 KPI tips ebook to cascade KPI's to all people reporting to me.** Since then **we are always above target in terms of production.**"

Alert Thovhokale, **South Africa**

"I work for a non-profit electric utility in South Carolina, USA, and just wanted to say thanks for all the fine information you make available electronically. I've been a "subscriber" for about a year now. I'm an industrial engineer by training and supervise our company's small performance management consulting group. Your material is always **straightforward, practical, and presented with a professional flair.** I've incorporated much of it into what I do when helping folks improve their processes...You provide some of **the most straightforward, understandable, and useful information for those of us in the practitioner ranks** that I have seen anywhere. Keep those "Handy Hints" coming!"

Dean Creed, Supervisor, Quality and Performance Support, **Santee Cooper**

PuMP Implementer Program

"Some organisations struggle trying to make sense of a myriad of operational measures that are unrelated to what they really need to achieve to be successful. I have found that PuMP (Stacey's methodology) creates **a solid and shared understanding of strategic business outcomes** as its starting point. By doing this, the PuMP methodology automatically **focuses performance measurement on your strategic direction.** As a performance measurement facilitator in a large organisation, using this methodology has made it **easier for me to engage people at all levels** to develop meaningful measures. It's given me the **practical tools I need to perform my role.** As someone who has used the methodology to create strategic measures for a number of organisations, I have also found that **participants actually enjoy working with PuMP.**"

Leona Olsen, Manager Business Performance, **QR** (formerly Queensland Rail)

"I'm a big believer that performance measures are the focus of improvement, but have struggled to get the Balanced Scorecard to really work for us. We pilot tested Stacey's PuMP approach and **the results really surprised us.** We expected to get meaningful performance measures for our pilot team, but we got more value than that. Our **employees now feel clearer about what their priorities are, they have ownership of their measures,** they discovered they have more influence on how customers value their services. Over a year later, the pilot team is still building on the system that PuMP helped them establish, and we have applied PuMP throughout the rest of my division, resulting in the same outcome-focus, buy-in and focus on service improvement."

Michael Cottier, General Manager Corporate Services, **QIC** (Queensland Investment Corporation)

"Before we came upon the PuMP concept **we had truly struggled with what and how we should measure the organisation's performance.** PuMP gave us the principles and knowledge to commence better understanding of true performance. The key thing with PuMP is that it focuses on making better



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business decisions through being informed with the right information on how things are going business wise. PuMP is not some fad which promises pretty pictures and complex software, it's simply a means to get the right knowledge to the right people in the right places. Essentially **PuMP has been instrumental in developing performance measurement capabilities** in the Queensland Fire & Rescue Service. We therefore recommend its use industry wide."

Andrew Short, Area Director, **Queensland Fire & Rescue Service**

"The ENERGEX operational performance improvement programme required a clear focus on what we needed to do, how we were to go about it, and what outcomes were critical to success. We all had ideas on what could be done, but **we needed a robust yet simple methodology to arrange these thoughts into strategies, and target this work into the actual outcomes we required.** This is where Stacey's work proved so valuable. **By drawing out the key themes of success, and making them visible, defining the connections between our various ideas and aligning them into measurable outcomes,** our operational efficiency projects worked well, maximising the value from the key staff involved in the programme. Even with the programme essentially complete, the change objectives and related measures still form the basis of much of our corporate performance reporting."

Mike Swanston, Program Manager, **ENERGEX**

"The Queensland Office of Fair Trading has been working with Stacey since 2001, using the PuMP methodology to **help us cascade our strategic goals throughout our organisation** through a hierarchy of performance measures. The journey has been gradual, involving teams of staff throughout the office in defining their contributions to strategic outcomes, the processes that deliver those contributions and corresponding performance measures. We now have a comprehensive dictionary of "strategic" and "process output" performance measure definitions which will provide specifications for a new reporting system that we will develop during 2003. The process of defining measures has been a very productive exercise for us - ensuring that everyone across the Office has a clear, and unambiguous, understanding of what a specific measure means, the scope of the data, where the data comes from, what it will be used for etc... The executive and staff in the Office of Fair Trading enjoy working with Stacey. She has proven herself to be a **very credible specialist in her field and she brings an enormous amount of energy and enthusiasm** to her work. Stacey's passion for a strategic approach to performance measurement is contagious - the managers in the Office now **have a greater appreciation of the benefits of selecting meaningful measures and basing business decisions on strategic and process based performance results,** rather than just activity indicators."

Kathryn Woods, Manager Strategic Development, **Office of Fair Trading**

"As a senior manager it is essential that I have effective performance measures. I **continue to use the services of Stacey Barr because of her strong commitment** to delivering measures that are well defined, clearly linked to business objectives and presented in a practical easily understood format. With Stacey **the person who sells the service delivers the service so you get the expertise you need** at the right price and within the timeframe required."

Peter Price, **ENERGEX**

