



## **The Latest Trends and Challenges in Performance Management**

Haslemere, United Kingdom, August 18, 2006 --(PR.com)-- This original research looks at the latest trends in Performance Management in the UK; the drivers for change across industry sectors; the prerequisites for successfully implementing new ways of working; the critical success factors for better performance.

Organisations that manage performance well, ensure that people, processes and systems are optimised to do work that adds value at least cost. They manage change as efficiently as their core processes and quickly get people to adopt new ways of working.

Information that can help management teams to eliminate wasted work and drive down the cost of adding value, is widely available. If the knowledge is available, and the benefits are self evident why do many mid sized organisations struggle to execute effective performance management systematically? This is known as the Knowing-Doing Gap.

The purpose of this research was to understand how organisations are approaching the performance management challenge and what the reasons are for the Knowing-Doing Gap in performance management.

Some Key findings:

- The majority of respondents expect to execute more than 5 change initiatives a year.
- The strategic drivers for change vary according to the market forces in each sector. Overall, improved customer retention by is the most important driver to change and operational improvement.
- 88% said they expect their initiatives to have a moderate or substantial impact across functions
- Most organisations struggle to deliver change projects to plan.
- Companies see effective training of staff as the No 1 critical competency required to rapidly change to new ways of working.
- The ability to listen to staff and communicate the changes well, ranks No2 .
- The majority of organisations acknowledge that they are not so successful at getting the people who do the work to suggest and make improvements to new working practice.

A FREE copy of the report is available at  
<http://www.xenogenix.co.uk/performance/>

Xenogenix is a specialist provider of Performance Management solutions and services to organisations in the Telecommunications, IT and Technology, Motoring Services, Financial Services, Higher Education and Health sectors.

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