

Results Based Accountability™ – Performance Accountability

Performance accountability

1. How much did we do? (our effort – quantity)

People served (#)
Activities conducted (#)

2. How well did we do it? (our effort – quality)

Timeliness of activities (%)
Attendance levels (%)
Satisfaction of customers (%)
Cost per unit (\$)
Standards (\$)

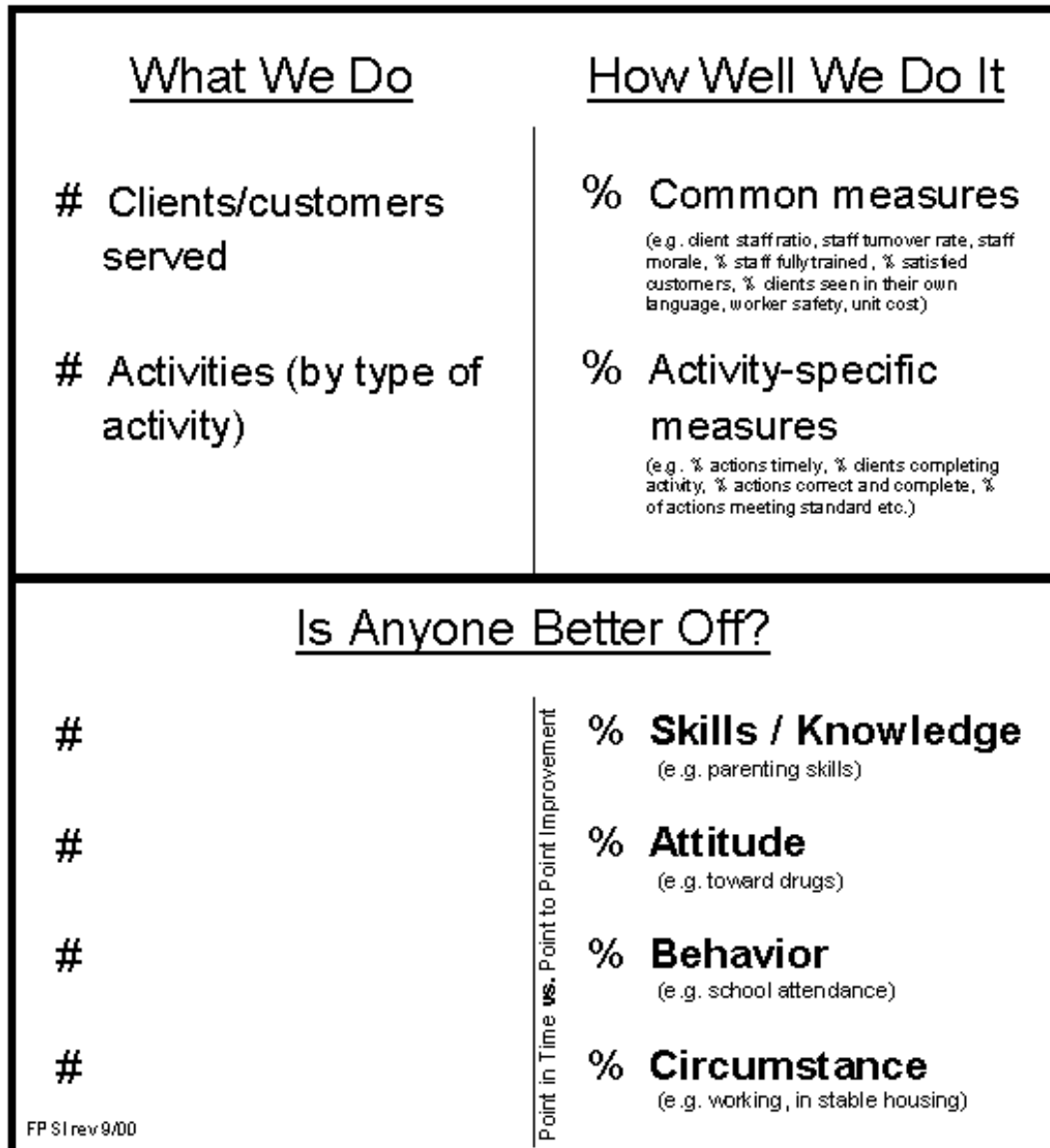
3. Is anyone better off? (difference made)

Behaviour change (#/%)
Attitude shift (#/%)
Circumstance/situation change (#/%)
Knowledge increase (#/%)
Skill and confidence improve (#/%)

7 performance accountability questions

- 1 Who are your customers?
- 2 How can we measure if our customers are better off?
- 3 How can we measure if we are delivering our services well?
- 4 How are we doing on the most important of these measures?
- 5 Who are the partners that have a role to play in doing better?
- 6 What works to do better, including no-cost and low-cost ideas?
- 7 What do we propose to do?

Performance accountability quadrant



How can we find out more about how to do this work?

If you would like to find out more about how to do this work, our team at RLG Australia would be very happy to discuss this with you and assist you in this work, please contact us at info@resultsleadership.org.au

Ask us how to purchase **Mark Friedman's book 'Trying Hard Is Not Good Enough'**