

Performance Management Framework (PMF)

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Approval: Brantlee Jacobs

Introduction

The Performance Management Framework describes services (activity or product) that communities can deliver to provide value to members. The PMF is segmented into core services and extended services. The core services must be provided by the community to its members while the extended services are additional services that a community can provide to members. For each service there is a measure and a minimum level that the community must provide.

Background

The PMF is an outcome of the Community Transformation Project (CTP). One of the objectives of CTP was to normalize value at all level of community. The PMF provides the means to look at communities to see the level of value that the community provides to its members. An additional benefit of the PMF is it focuses the communities on the key services that they should provide to members to delivery value.

Approach

The PMF has been designed to align with the PMI Strategic Plan and Balanced Scorecard (BSC). Each services has been associated with a PMI Strategic Plan Objective, which ensures that the community's services are aligned to the PMI Strategic Plan and supports the overall direction of PMI.

Tab Description

Branch	Contains the PMF core services for Branches. For each service is the measure and the minimum level of the service that is required.																										
Chapter	Contains the PMF core services for Chapters. For each service is the measure and the minimum level of the service that is required.																										
Chapter with Branches	Contains the PMF core services for Chapter with Branches. For each service is the measure and the minimum level of the service that is required.																										
Virtual PMF	Contains the PMF core services for Virtual Communities. For each service is the measure and the minimum level of the service that is required																										
Services Description	Contains a list of all services (core and extended) the following columns: <table><tr><td>Level</td><td>If the service is Core or Extended</td></tr><tr><td>Service</td><td>The brief description of the service</td></tr><tr><td>Measure</td><td>The measure for the service</td></tr><tr><td>Minimum Level</td><td>The minimum level to be achieved if the community provides the service</td></tr><tr><td>Survey Measure</td><td>What survey measure will be used to get qualitative feedback</td></tr><tr><td>Description</td><td>The long description of the service</td></tr><tr><td>Branch</td><td>If the service can be provided by a Branch</td></tr><tr><td>Chapter</td><td>If the service can be provided by a Chapter</td></tr><tr><td>Chapter with Branches</td><td>If the service can be provided by a Chapter with Branches</td></tr><tr><td>Virtual Model 2</td><td>If the service can be provided by a Virtual Model 2</td></tr><tr><td>Virtual Model 3</td><td>If the service can be provided by a Virtual Model 3</td></tr><tr><td>Evidence</td><td>What evidence has to be provided to measure the service</td></tr><tr><td>ToolKit Reference</td><td>The Component ToolKit Reference to obtain more information about providing the service</td></tr></table>	Level	If the service is Core or Extended	Service	The brief description of the service	Measure	The measure for the service	Minimum Level	The minimum level to be achieved if the community provides the service	Survey Measure	What survey measure will be used to get qualitative feedback	Description	The long description of the service	Branch	If the service can be provided by a Branch	Chapter	If the service can be provided by a Chapter	Chapter with Branches	If the service can be provided by a Chapter with Branches	Virtual Model 2	If the service can be provided by a Virtual Model 2	Virtual Model 3	If the service can be provided by a Virtual Model 3	Evidence	What evidence has to be provided to measure the service	ToolKit Reference	The Component ToolKit Reference to obtain more information about providing the service
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More Information

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