

Performance Management Framework (PMF)
Chapter with Branches

PMI Balance Scorecard Objective	Core Service	Measure	Minimum Target	Evidence	ToolKit Reference
Stakeholder Intimacy					
Provide knowledge and tools with great service					
Strengthen stakeholder loyalty		Retention rate	80%	DEP	
		Overall member satisfaction	Good		
Demonstrate benefits from project management					
Internal Business Processes					
Thought Leadership: Facilitate innovative thinking and exchange of ideas					
Profession Enablers: Provide the means to improve the practice of project management	Community Events	Number of Contact hours	16 per year	Newsletter, web site calendar	Professional Development and Education -> Professional Development and Education
		Member satisfaction with events	Good		
Partnering: Develop / enhance mutually advantageous and trusting relationships					
Advocacy: Champion project management maturity and adoption					
Culture and Capabilities					
Make PMI a customer centric organization	Web site	Web site current	Updated monthly	Provide web site link	Communications -> Component Web Site Tools
		Member satisfaction with web site	Good		
	Communications with Members	Number of communications (via newsletter and / or e-mail)	1 per month	Newsletter, web site, email	Communications -> Communication with Members (News Briefs/Special Announcements)
		Member satisfaction with communications	Good		
	New Members, PMI Credentialed Recognition	Number of communications recognizing New members, PMI credentialed	1 per month	Newsletter, web site	Membership -> Membership Recognition
	Marketing Introduction and Benefits Package	Package complete	Updated Annually	Web site, Printed copy, Congress	Marketing -> Members Benefits Package
Make leadership excellence a strategic competency	Transitioning / Orienting New Community Leaders	Orientation meeting completed Transition plan delivered	1 per year	Self assessment	Component Management -> New Leader Transition Materials
	Attendance at LIM	Community Leader Attendance	1 per year	Registration	Volunteer Program -> Volunteer Program LIM Attendance
Make market and business development a strategic competency	Strategic Planning	Complete Strategic Alignment Worksheet	1 per year	Strategic alignment worksheet delivered to GOC	Strategic Planning -> Strategic Planning and Alignment
Resources					
Leverage resources / investments in the marketplace	Branch Support Services	Support services delivered	Monthly	Self assessment	Component Management -> Community Development
Maintain financial viability	Scorecard	Report completed	1 per year	Newsletter, web site	Communications -> Scorecard

[illegible]