

Reflections on the University of Canberra's Approach to Improve Operational Planning & Performance

LH Martin Service Improvement Conference
Sydney 10/2017

*Allen S. Hepner
Senior Information Analyst
Strategy, Planning & Performance
University of Canberra*

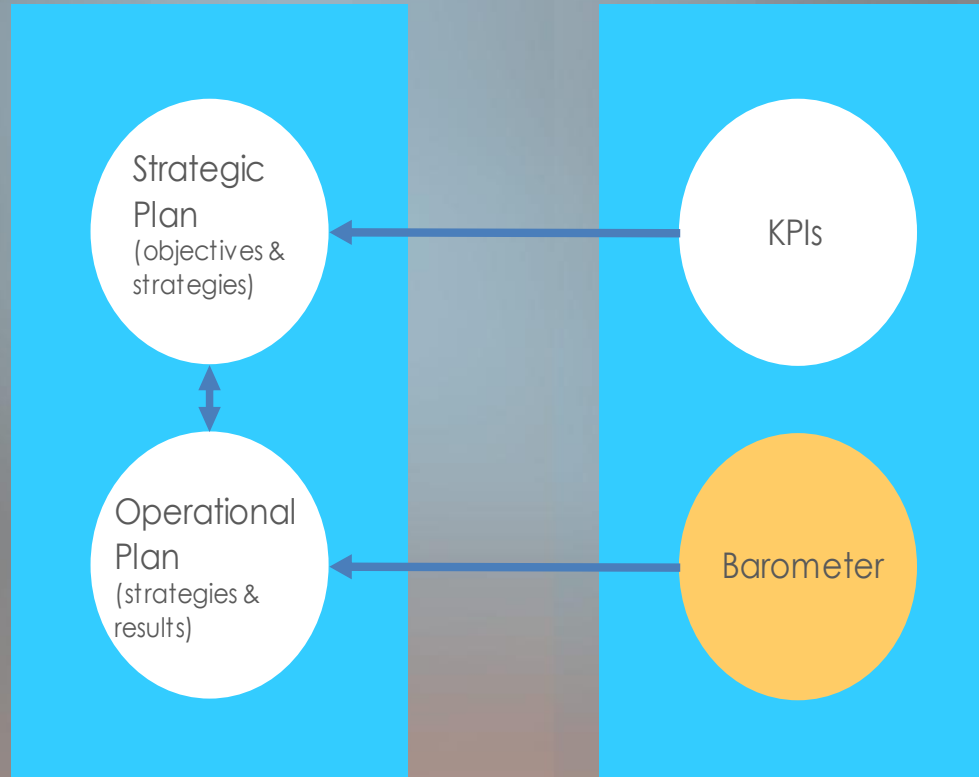


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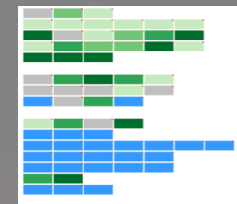
Planning & Measuring Performance @ UC

Plans

Measures



Performance Indicator: Faculty of Health	2015	2016	2017	2018
Academic Performance	95.5	96.2	97.1	98.0
Research Output	120	135	150	165
Student Satisfaction	88	90	92	94
Staff Retention	92	93	94	95
Community Engagement	75	78	81	84



Key Elements of UC's Planning & Performance Process

Simplicity

Less is More

- Focus on select # of priorities
- Optimise
- Drive, don't report

Visibility

Transparency

- Consolidate and create a whole for all to see
- Create quantifiable targets
- Measure carefully & share

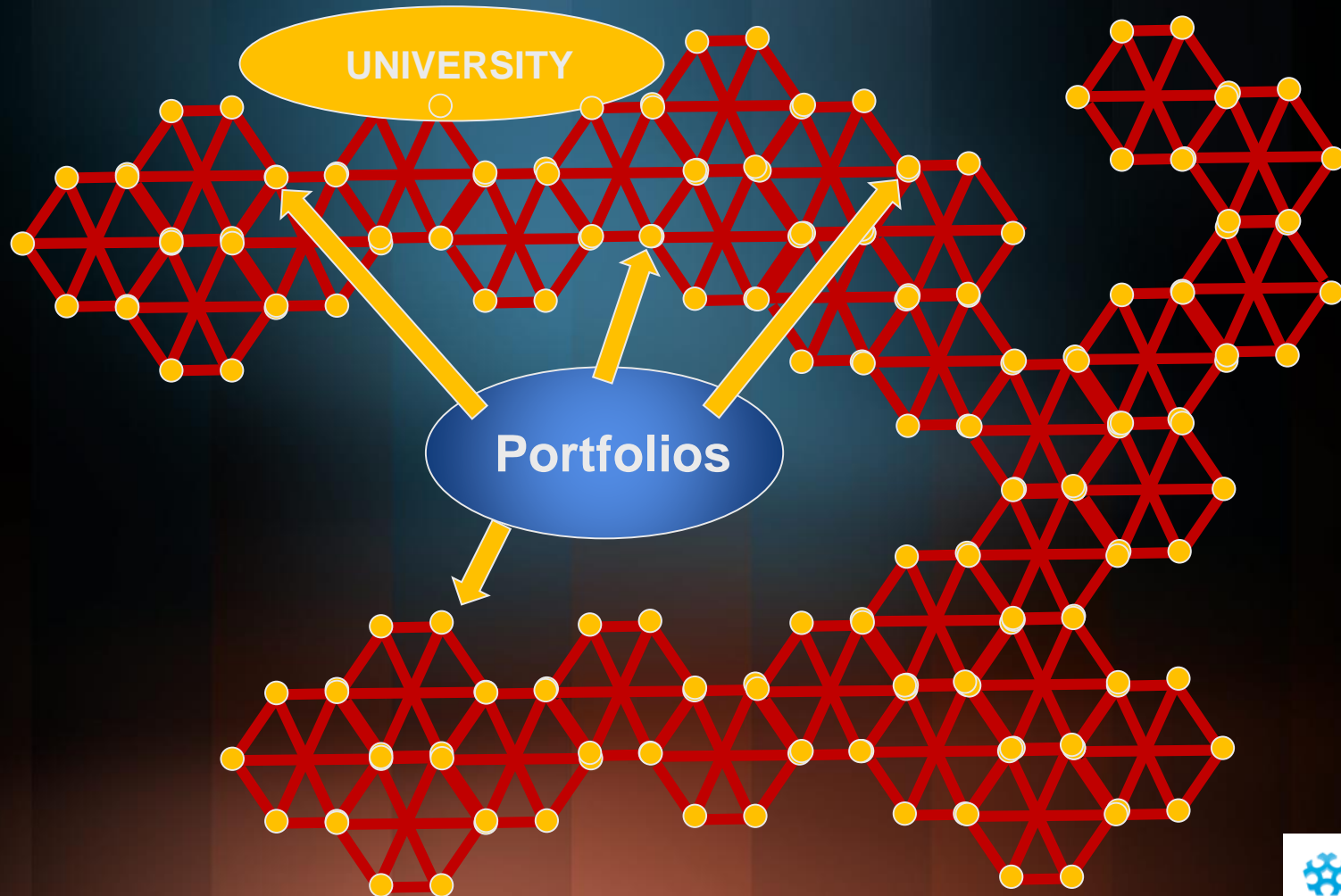
Accountability

Clear Expectations & Outcomes

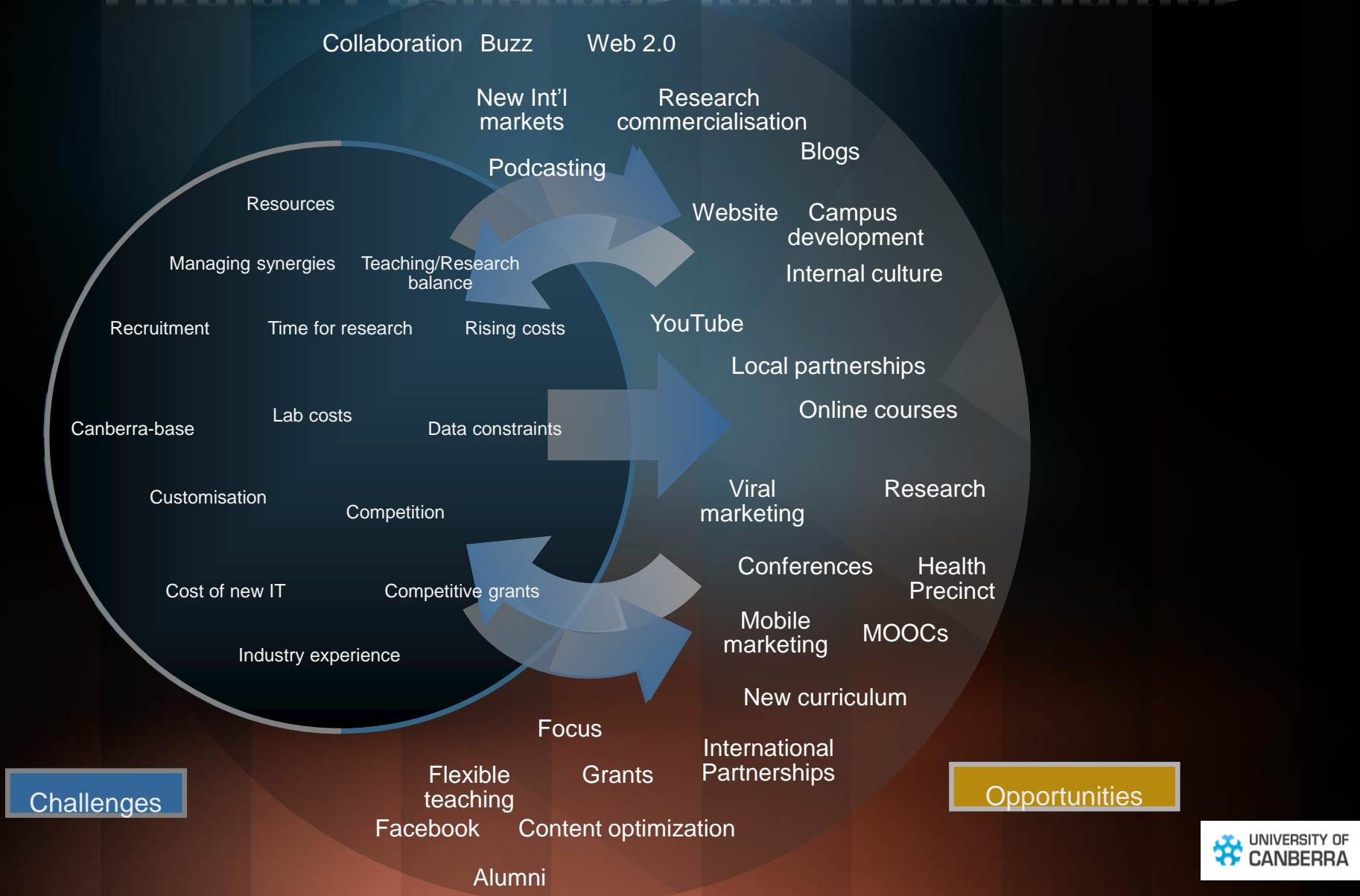
- See each Portfolio's contribution
- Do more of what works
- Correct deficiencies



Breaking Down Silos



Turning Challenges into Opportunities



Results-to-Date

Planning & Measuring Performance

Clarity of Vision

See emphasis, overlap, & deficiency

Identify what needs to change

Connected Dots

Identify related but previously unseen activities...

where people are working on what matters

Decisive Strategy

Maximise opps, address challenges

Collaboration

Linkage To Leadership Deliberations

Provision of data re quantifiable outputs & outcomes, KPI targets

Enhanced Outputs & Outcomes