

PERFORMANCE EXCELLENCE



PERFORMANCE EXCELLENCE FRAMEWORK

Overview

CONTENTS

Performance Excellence

1. Vision

2. Framework

3. Key Performance Indicators

**Performance
Excellence Vision**

The Performance Excellence Vision
Your contribution counts

Performance Excellence at the University of Adelaide supports a culture of excellence and continual improvement that is embraced throughout the University.

The University of Adelaide is focused on growth, innovation and excellence in its research and teaching programs, and on making a difference in the community. It measures itself by its international identity as an outstanding research university, while operating in an increasingly dynamic and global environment.

Achieving success requires our integrated efforts, and the recognition that each of us contributes to this outcome, through our work, our goals, our partnerships and our relationships.

Performance Excellence is a suite of best practices and approaches. It forms part of an integrated suite of initiatives that align with, and enable, the University's Strategy Plan.

Performance Excellence Framework Components

The Components of the Performance Excellence Framework

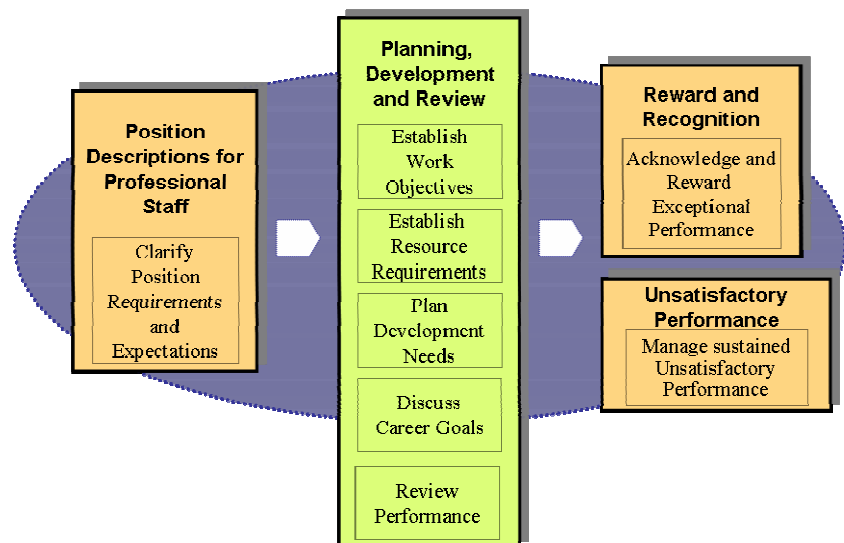
The **Planning, Development and Review (PDR)** process is the central component of the Performance Excellence Framework. It supports ongoing planning of work allocation and objectives, performance discussions and development planning and provides a mechanism for recording objectives and progress across an annual cycle.

Supporting the PDR, and clarifying position expectations, is the **Position Description** component for Professional Staff. Replacing the earlier Duty Statements, it provides for outcome based descriptions of positions.

The **Reward and Recognition** component provides guidelines for rewarding and recognising staff who demonstrate exceptional performance, as evidenced through the PDR and through personal/team initiatives. Reward and Recognition mechanisms are available to all University staff.

For the small number of staff who are unable to meet expectations and have sustained under performance, the **Performance Improvement** (Managing Unsatisfactory Performance) guide is used to develop appropriate plans of action for those staff, including providing opportunities for staff who wish to improve their technical capabilities in order to perform their job.

Performance Excellence Framework



**Performance
Excellence Key
Performance Indicators**

Measuring the Impact of the Performance Excellence Framework

It is important that the impact of the Performance Excellence initiative is understood, ensuring that the processes and systems that comprise the framework have a positive impact on the University and enhance its ability to progress its vision and strategy.

A set of high level metrics, or Key Performance Indicators (KPIs), will monitor the impact of the use of the framework, and inform and guide the Framework's continual improvement.

KPI	Target	Source	Current Value
Increase in staff eligible for research criteria¹ or similar research measures	10% increase	Research Master	
The University sufficiently recognises teaching performance.	605	Item 124 in the Staff Survey	42%
Teaching Excellence²			
Increase in Job Satisfaction	85%	Item 82 in the Staff Survey	75%
Structured PDR plans in place for staff.	65% of staff	Summary Report; HR Report on % completions at VC Committee	NA
Reduction in performance related IR cases.	Number of cases; Ave. # days to resolve a case	Recording to be established in HR Branch.	NA
Reduction in formal complaints and appeals.	25% reduction	HR Consultants	

¹ Metric to be reviewed by the University Research Committee

² Metric to be inserted when National Working Party on Teaching metrics concludes.

KPI	Target	Source	Current Value
Staff have clear guidelines for development and improvement.	70%	Item 60 in the Staff Survey	59%
Staff are provided with developmental opportunities through PDR discussions, and the development has raised performance.	Developmental Opportunities: 75%	Developmental Opportunities: Item 92 in the Staff Survey	51%
	Relevance of Training: 75%	Relevance of Training: Item 45 in the Staff Survey	61%
The application of the rewards and recognition system is fair.	60%	Item 61 in Staff Survey.	49%
Increase in the proportion of applicants who have applied for promotion and are successful.	75%	HR Benchmarking	65%

