

# Autavis 'Star' Performance Platform

## **Successful Change**

We are constantly being told that organisations no longer exist in a stable environment, but in one that is constantly and rapidly changing. Change is not new, but the management approaches that coped successfully with the steady, incremental change of the past are inadequate for the scale and frequency of discontinuous change of the present.

"Management..... is not about the preservation of the status quo. It is about maintaining the highest level of change that the organisation and the people within it can stand."

*John Harvey Jones. Making it Happen.*

## **What is Performance Culture**

A performance culture is one in which management best practice is integral to the way in which the organisation is structured and managed. It is a culture to which every person in the organisation understands the organisational mission and priorities, and their own role in helping to achieve those priorities, and in which every person is empowered, encouraged and motivated to use this information to act and achieve the agreed goals within recognised limits of authority.

## **From Measurement to Management**

Between 1997 and 2004 Autavis worked with leading companies to define the critical success factors for their business and measure what really mattered in measuring the achievement of company objectives. In 1998 we defined the KPI's across all motor trade departments and disciplines.

Creating successful performance change requires inclusion of a culture change that enables change to be continuous and created by the managers more often than applied to the managers. Creating an over-arching performance platform to align the specific combination of initiatives being followed and enabling a process of continuous performance management in a collaborative environment reduces the obstacles to change and empowers the organisation to succeed. The Autavis 'Star' is an example of such Performance Platform.

## **Transforming the Organisation**

- ★ Insist on clear mission, values and goals
- ★ Set out to be a disciple, an architect of change – not a victim
- ★ Take responsibility for creating your learning plans
- ★ Create and agree meaningful, measurable goals
- ★ Get your support network in place
- ★ Be a role model and get others to be the same
- ★ Go for goal every time

*Penny Hughes, youngest ever CEO Coca-Cola UK and Ireland*

The Autavis 'Star' Performance Platform enables organisations and managers to start the performance culture change journey now, from wherever they are, with whatever performance measurement and management approaches they are currently using.

It can be implemented incrementally starting in those areas in which most benefit can be achieved most quickly: monitoring the impact of a programme of change initiatives for example, or to focus on a key set of processes. Because it enables the burden of measurement and reporting to be shared widely, the time required by an individual is very short even when data is not available for automation from operational or data warehouse.