

GLOSSARY OF TERMS

Priority areas

- Are areas of organisational performance that are critical to the achievement of the Vision. They are delivery areas that meet the most urgent needs of the residents of the municipality.

Objectives

- Are statements that concretely and specifically describe what you intend to achieve in which priority area

Indicators

- Are measures that tell us whether we are making progress towards achieving set objectives. Indicators are generally divided into measures of cost, quantity, quality and timeliness

Baseline measurement

- Is the value of the indicator before the start of the programme or prior to the period over which performance is to be reviewed. In other words, it is the starting point from which we measure future performance

Target

- Is the value of the indicator that has to be achieved by a specified time

Measurement source and frequency

- Should indicate where the data emanates from, and how frequently it can be measured and reported. The information will assist the auditing process

Inputs

- Are what go into a process
- Are resources that are required before actions are possible
- Inputs are easily categorised into time, money, materials and equipment

Outputs

- Are the product or service generated
- Are the products of effort

Processes

- Are the set of activities involved in producing something

Outcomes

- Is the impact or effect of the output being produced and the process undertaken

Scorecard

- Is a logical and visually powerful method of presenting performance management information, at both the organisational (municipal and departmental) and individual (manager and employee) levels.