

-
- Who/which organisational unit is working on/with it? _____

 - Which tools are used?

3. Trends in performance management

- What kind of performance management techniques/tools are you using at the moment in your company/authority?

Tool1

Tool 2

Others: _____

- Are there plans to introduce a performance management tool in the near future?

No

Yes

- What kind of information should be tracked by performance indicators with highest priority?

Info1

Info 2

Others: _____

- Are cost, revenues, supply and quality of service interlinked?

No

Yes

4. Implementation and use of performance indicators

- Is it used by the whole company (i.e. introduced to the lower levels within the hierarchy)

No

Yes

- or only by the top management?

No

Yes

- Is the system of performance indicators built bottom up or top down?

Bottom up

Top down

Other: _____

- Which kind of criteria is tracked and used for decision support in your company/authority?

Cost management

Revenue management

Quality

Supply

Demand

Other: _____

- Are targets being set using performance indicators in your organisation

No

Yes

- Is it used for internal purposes only (e.g. MBO, internal targets and controlling), or used for negotiations/discussions with authority, also?

Internal purposes

External purposes

Other: _____

Thank you very much for your collaboration!