

## **CHAPTER 6**

### **➤ CONCLUSION AND FUTURE SCOPE OF WORK**

## 6. CONCLUSION AND FUTURE SCOPE OF WORK

The framework suggested to assess the organizational performance measurement and also assist the organizations to manage better their business risk. It considers all aspects of enterprise performance, including business, organization, products, services and processes. It also generates specific improvement recommendations appropriate and relevant to the organization. Despite it is still in its developmental stage and has to accumulate experience so that the program could be further refined and its impact on the industry magnified. The system may be implemented to the various sectors such as education, medical and healthcare, and government or public service. The findings from the literature survey also revealed that performance measurement is still a vital necessity in quality driven context, but it needs to be adapted in important ways so that the practice maximally contributes to the quality effort. In addition, the following needs to be implemented in order to continuously improve the quality.

- The quality driven performance measurement system will be successfully implemented only those organizations having some track record in quality management and some structure to their measurement therefore quality management system need to be developed in the organizations.

- Evaluation of the performance measurement system should be approached like any other quality improvement effort.
- Within a quality driven environment, the focus of measurement system should be on behavior, with input and output used for diagnostic and development purposes.
- Conduct studies to determine the correlation between the degree of quality based approaches and business results.
- The performance management system should incorporate a formal process for investigating and correcting for the effects of situational constraints on performance.
- Increase the number of examiners and improve their competence and quality.
- Expand the number of assessors
- Incorporate innovative concepts and secure advanced position in award systems development:
- Responsibility for appraisal should continue to rest with the managers.

Performance measurement is a necessary instrument for quality management. It makes possible the assessment of whether or not an organization fulfills its goals and objectives, and whether or not particular objectives remain relevant.

Performance measurement cannot provide a totally objective, "true" and comprehensive image of an organization's function. A quality conscious organization cannot do without it, though, even if it will always be flawed or incomplete. So, management will go on being an art and decisions will still have to be made on the basis of approximate knowledge and intuition. A performance measurement system that address corporate, departmental and individual developmental needs. Recognize that even the most well designed performance measurement system is worthless unless the company is committed to ensuring that it is used properly and consistently and that feedback is acted upon. For the performance measurement to be successful organizations must listen to what employees say, must communicate action intent, must seek participation in getting action, must act with conviction and collectively to deliver value adding results that benefit both the organization and its employees. If this organizational culture can be created then the proposed performance measurement system will be well received. The performance measurement process is a positive influence on personal and corporate development but only if approached professionally and with commitment. Everyone needs to be aware of the performance measurement process and what performance measurement benefits will accrue to both the individual and the organization.