



Performance linked to Quality

Based on best practice Enterprise Modelling & Architecture principles

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Introduction

Performance is a highly conceptual and complex subject that interlinks with multiple components within the organization. In order to capture the quality related to performance, the Performance linked to Quality is built as a matrix. The matrix is a representation that shows the relationship of captured information between specific decomposed and/or composed quality and performance objects. The core idea of a Performance linked to Quality Matrix is that it typically consists of quality aspects in a list of columns, and another aspect is a set of performance columns (taken from the map), while the third and final aspect being the cross product between the rows and the columns.

This allows for the Performance linked to Quality Matrix to relate (un)familiar objects to familiar objects in the different layers of an enterprise (composition discipline), usually in the form of a diagram, a table or a chart (e.g. rows and columns), thereby outlining direct (and possibly indirect) connection points between different kinds of objects while showing a common pattern of the objects and the relationship between them.

Performance linked to Quality

The Performance linked to Quality Matrix provides you with a detailed overview of the cross relationships between quality and the performances (each identified with a unique name and ID number) that has been identified through the Performance Map, and then associated with the performance indicators, monitors, controls, performance expectations, performance drivers, organizational measures, reporting, locations, service measurements, process measurements, system measurements as well as application/system reporting.

How to use Performance linked to Quality

Identify, document and relate quality to the performances (each identified with a unique name and ID number), performance indicators, monitors, controls, performance expectations, performance drivers, organizational measures, reporting, locations, service measurements, process measurements, system measurements as well as application/system reporting.

For example:

1. A quality may have multiple yet specific associations with performances, performance indicators, monitors, controls, performance expectations, performance drivers, organizational measures, reporting, locations, service measurements, process measurements, system measurements as well as application/system reporting.
2. Multiple quality [components] may have associations with any single specific performance, performance indicator, monitor, control, performance expectation, performance driver, organizational measure, reporting, location, service measurement, process measurement, system measurement as well as application/system reporting.

What	What	What			Why		Where	Who	Where				Who
	Performance #	Performance Indicator	Monitor	Control	Performance Expectation	Performance Driver	Organizational Measure	Reporting	Location	Service Measurement	Process Measurement	System Measurement	Application/System Report
Quality 1	#												
Quality 2	#												
Quality N	#												

Table 1: Performance linked to Quality.

Please note that the objects we have listed here are the most typical components that are commonly used within a Performance linked to Quality Matrix, but there may be more (or fewer) relevant aspects that are used within your organization. If that is the case, feel free to either add new ones, or remove any objects that are not relevant, or are otherwise unimportant, for this particular matrix.

Also note that the objects might have a different name in your organization, so make sure to adapt the objects of this artefact so that it fits to the taxonomy of your organization.

The objects involved with Performance linked to Quality is shown in table 2.











Objects used within Performance linked to Quality		
Notation	Name	Description
	Measure (performance indicators, organizational measures, service and process measurements)	An external or internal factor that drives, establishes motivation for or influences the direction of an enterprise.
	Monitor	To be aware of the state, through observation or measuring. To supervise and to continually check and critically observe. It means to determine the current status and to assess whether or not required or expected performance levels are actually being achieved.
	Control	The exercise of restraining or directing influence. It includes decision making aspects with accompanying decision logic necessary to ensure compliance.
	Expectation (performance expectations)	The anticipated benefits that are of worth, importance, and significance to a specific stakeholder.
	Driver (value and performance drivers)	An external or internal factor that drives, establishes motivation for or influences the direction of an enterprise.
	Report (reporting)	The exposure, description, and portrayal of information about the status, direction or execution of work within the functions, services, processes, and resources of the enterprise.
	Location	A point, facility, place or geographic position that may be referred to physically or logically.
	System Measurement	Measures that are defined and implementable within an application.
	Application/System Report	Reports that are defined and implementable or implemented within or by an application.
	Quality	A state of excellence or worth specifying the essential and distinguishing individual nature and the attributes based on the intended use.

Table 2: Objects typically associated with Performance linked to Quality.

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