

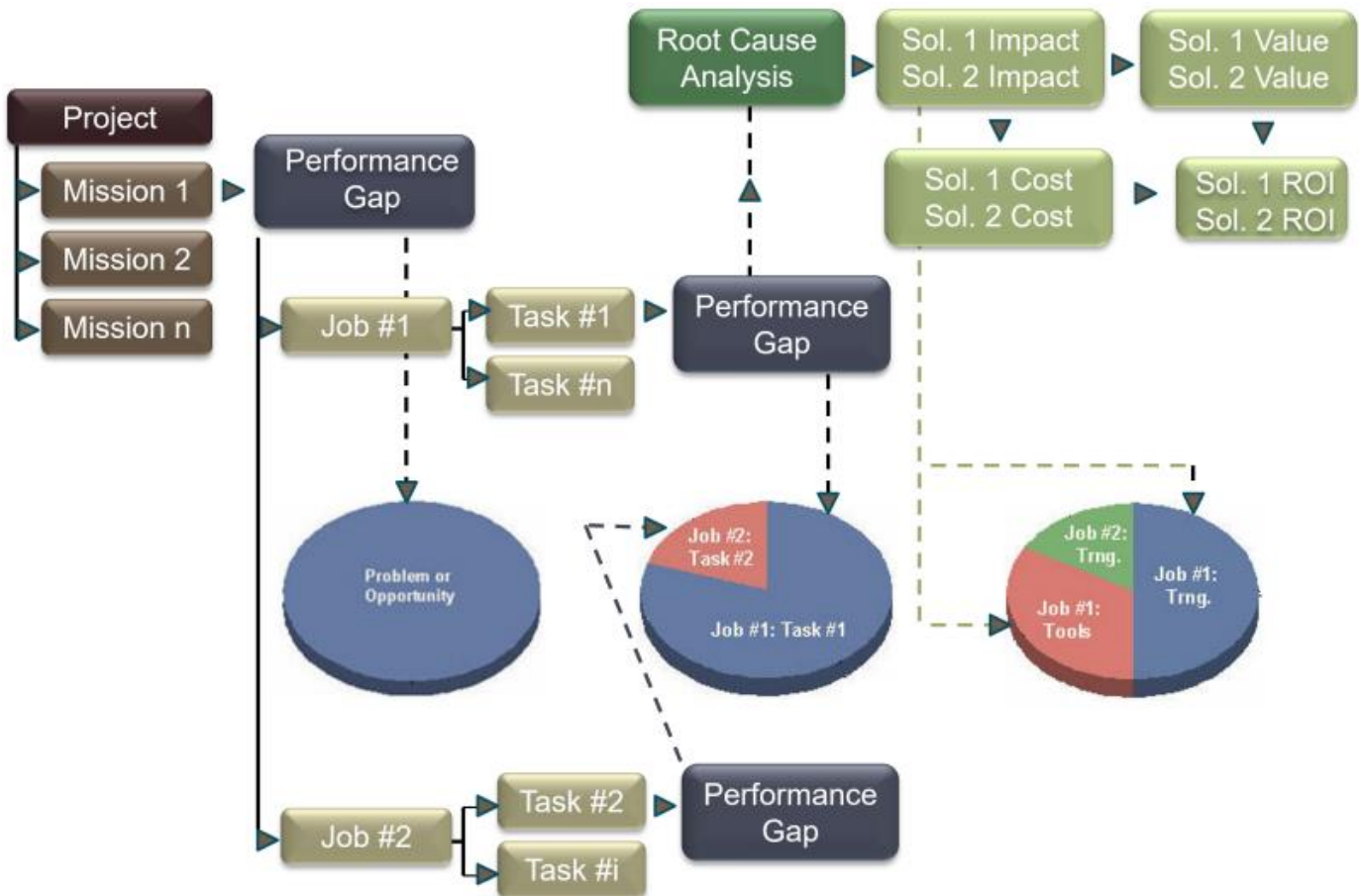


# ADVISOR Series

## How to Leverage ADVISOR Capabilities 8 of 9

Needs Analysis Design Fidelity Resources Management **Performance** Life Cycle

**Performance Analysis:** To improve performance by zeroing in on the source of the problem and identifying solutions that can produce the desired level of productivity. Moreover, ADVISOR highlights actions with greatest potential impact by assessing the feasibility of implementing plausible solutions; forecasting the costs, benefits, and Return on Investment (ROI) of each intervention; and generating audit trail to support recommendations.



## Step 1.

### Mission Analysis

#### Objective

Define problem by describing the performance deficiency & validating assumptions. Deficiencies observed within missions are investigated as follows:

- Identify missions with a perceived performance issue
- Define the problem/deficiency
- Indicate if performance gap is significant
- Indicate need for estimating of monetary impact

#### Inputs

- ✓ Personnel/Line Manager comments
- ✓ Audits/Inspections
- ✓ Changes in policies
- ✓ Safety, Lessons Learned, Unit & Material Readiness Reports
- ✓ Introduction of new equipment
- ✓ New competitors
- ✓ Restructuring of existing jobs

#### Outputs

- ✓ Missions to be assessed

## Step 2.

### Performance Indicators Analysis

#### Objective

Estimate financial impact of the deficiency, if needed. Process unfolds as follows:

- Identify performance indicators - i.e., expected outcomes
- Assess impact of deficiency on productivity, quality, time & costs
- Estimate monetary impact of deficiency

#### Inputs

- ✓ Missions to be assessed
- ✓ Mission Performance Indicators

#### Outputs

- ✓ Estimate of monetary impact of deficiency on each mission

## Step 3.

### Job Analysis

#### Objective

Identify jobs with potential performance deficiency - either directly or contribute to missions' deficiency. Process unfolds as follows:

- Identify jobs with perceived performance issues

#### Inputs

- ✓ Missions to be assessed

#### Outputs

- ✓ Jobs to be assessed

## Step 4.

### Performance Analysis

#### Objective

Assess the ability of each job to adequately perform tasks to the desired standard. Process unfolds as follows:

- Identify tasks with a perceived performance issue
- Define the problem/deficiency
- Indicate if performance gap is significant
- Assess monetary impact, if applicable

#### Inputs

- ✓ Job Tasks/Performance Objectives
- ✓ Personnel/Line Manager comments
- ✓ Audits/Inspections
- ✓ Changes in policies
- ✓ Safety, Lessons Learned, Unit & Material Readiness Reports
- ✓ Introduction of new equipment
- ✓ New competitors
- ✓ Restructuring of existing jobs

#### Outputs

- ✓ Tasks with significant performance deficiency

## Step 5.

### Root Cause Analysis

#### Objective

- Identify the reasons behind performance gaps. Process unfolds by assessing:
- Staff understanding of job duties
  - Adequacy of staff knowledge & skills
  - Adequacy of relevant job aids & tools
  - Staff ability to perform tasks
  - Supervisors' leadership & organizational skills
  - Adequacy of feedback mechanism
  - Adequacy of policies/procedures
  - Adequacy of incentive system
  - Potential conflicts

#### Inputs

- ✓ Job Tasks with significant performance deficiency
- ✓ Employees Feedback
- ✓ Human Resources Feedback
- ✓ Subject Matter Expert (SMEs) Feedback
- ✓ Supervisor Feedback
- ✓ Instructors Feedback
- ✓ Senior Executives Feedback

#### Outputs

- ✓ Plausible Solutions
- ✓ Root Cause Analysis Report

## Step 6.

### Solution Analysis

#### Objective

- Assess the potential impact of plausible solutions. In addition to training & job aids, plausible solutions may include task/job/organizational redesign, new/improved tools, policies & procedures, incentive system & hiring practices. Process unfolds as follows:
- Review plausible solutions
  - Review reasoning behind recommended solutions
  - Select plausible solutions for further investigation

#### Inputs

- ✓ Plausible Solutions
- ✓ Root Cause Analysis Report

#### Outputs

- ✓ Plausible Solutions to be assessed

## Step 7.

### Feasibility Analysis

#### Objective

- Assess the feasibility & effectiveness of plausible solutions. Process unfolds as follows:
- Identify options for each solution
  - Define target audience
  - Assess management, employees & supervisors' awareness & support for each option
  - Assess availability of budget & resources
  - Assess compatibility with existing systems
  - Rate effectiveness of each option

#### Inputs

- ✓ Plausible Solutions
- ✓ Target Audience
- ✓ Management, employees & supervisors' awareness & support of plausible solutions
- ✓ Availability of budget & resources
- ✓ Compatibility with existing systems

#### Outputs

- ✓ Identify viable solutions



## Step 8.

### Cost Analysis

#### Objective

Forecast & compare costs, personnel & resources required to develop, deliver, administer & manage viable options.

Process unfolds as follows:

- Define personnel & resources needed to develop, deliver, administer, manage & support of viable solutions
- Review costs, personnel & resources required for viable solutions
- Approve costs, personnel & resources

#### Inputs

- ✓ Cost Factors Manual
- ✓ Average developers, administrators, managers & support staff costs/salaries
- ✓ Equipment/Tools acquisition & operation costs

#### Outputs

- ✓ Total direct/indirect costs of viable solutions

## Step 9.

### ROI Analysis

#### Objective

Forecast the return on investment (ROI) of viable solutions. Process unfolds as follows:

- Review viable solutions effectiveness/costs
- Recommend an option
- Compute Return on Investment (ROI)

#### Inputs

- ✓ Effectiveness of viable solutions
- ✓ Costs of viable solutions
- ✓ Monetary impact of viable solutions

#### Output

- ✓ Return on Investment of recommended solution

## Step 10.

### Prioritize Actions

#### Objective

Prioritize recommended solutions based on costs, potential impact, & risk. Compile & review data from all recommended solutions to gain a clear picture of which interventions will generate the greatest impact & why. Generate a plan of action. Process unfolds as follows:

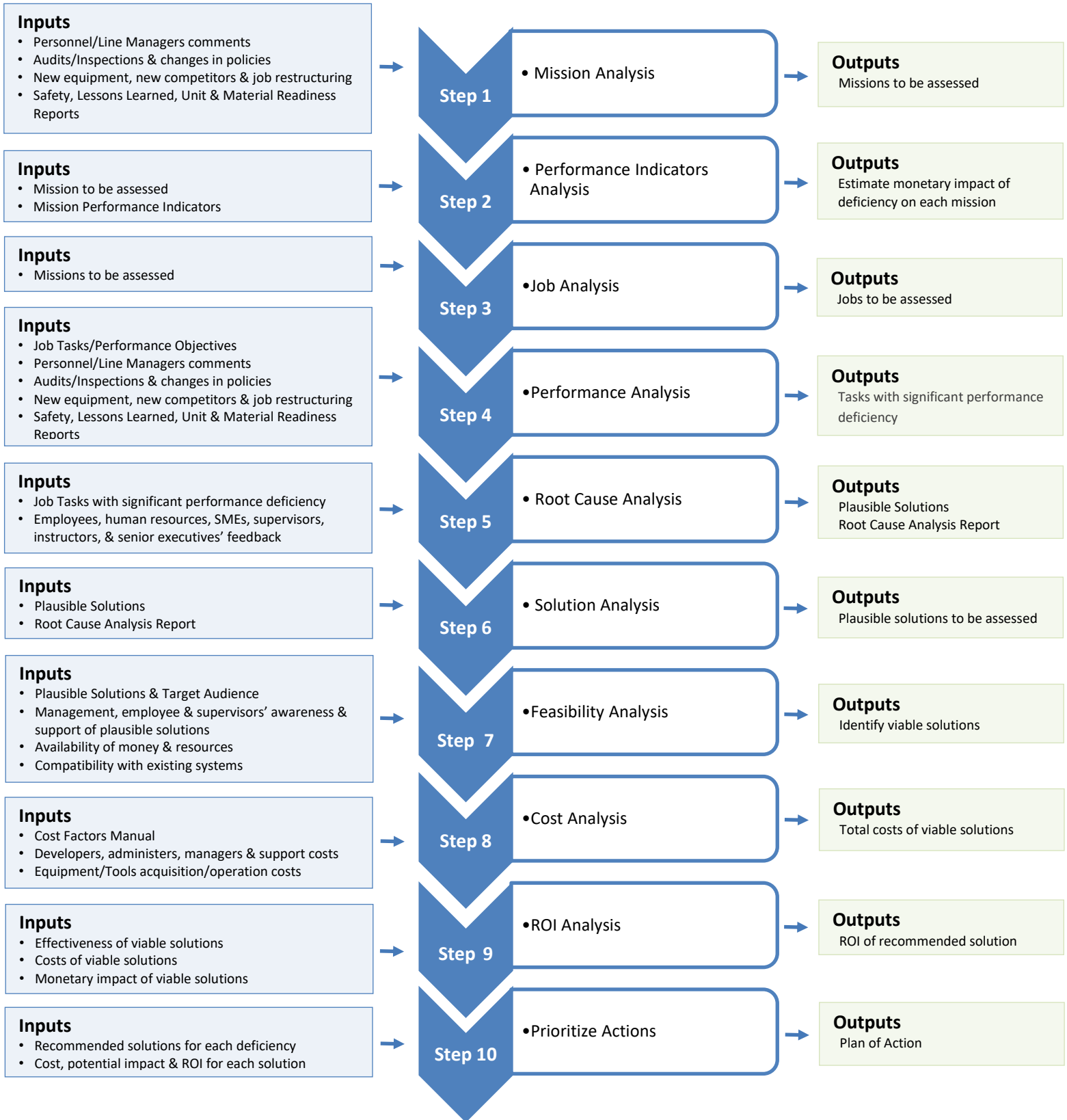
- Identify recommended solutions for each problem/deficiency
- Compile & compare costs, benefits, & ROI
- Generate a Plan of Action

#### Inputs

- ✓ Recommended solutions for each deficiency
- ✓ Costs, potential impact & ROI for each solution

#### Output

- ✓ Plan of Action



Contact us today to find out how we can assist you streamline performance analysis & drive training efficiency.