



## Setting Integrated Objectives, Goals & Performance Measures

Karza Pty Ltd, an Australian owned consultancy, provides an extensive range of experienced management resources to help you run your business. We provide specialist support in integrated objectives, goals and performance measures.

Organisations, whether profit driven, non-profit or a charity, exist to deliver product(s) and / or service(s). Every product or service may require special objectives and goals, which may differ from time to time, depending on a complex set of circumstances. Time, cost and quality are the so-called '*golden triangle*' of product and service objective categories. In general, as organisations seek to reduce time spent and increase quality they are actually trying to improve the level of service provided; as organisations seek to reduce costs and increase quality they are actually trying to improve the level of value provided. Often safety and the environment are simply considered 'add-ons' or are ineffectively buried under quality; as organisations struggle to fit these objective categories into the '*golden triangle*'.

As organisations mature and evolve towards integrated quality, safety and environmental management systems, the most common critical objectives, irrespective of the type of product or service being delivered, are often:

- To complete the product or service in the shortest possible time;
- To complete the product or service at the lowest possible cost;
- To achieve the best quality of workmanship on the product or service;
- To execute the product or service with the highest possible safety record; and
- To execute the product or service with the minimal impact on the environment

Many organisations find it impossible to balance all five of these objectives because they find them conflicting:

- To complete the product or service in the shortest time may see costs increase while quality, safety and the environment may be impacted;
- To complete the product or service at the lowest cost may see time increase while quality, safety and the environment may be impacted;
- To achieve the best quality may result in both time and cost increases;
- To achieve the highest safety may see time and costs increase while the environment may be impacted; and
- To achieve minimal environmental impact may see time and costs increase while safety may be impacted.

If your organisation is struggling to get the right balance; **Karza can help!**

Karza can assist you in successfully setting and monitoring your integrated time, cost, quality, safety and environmental objectives and goals relative to the product(s) and service(s) you provide. We help you set the right objective balance and establish effective performance measures to quantify your progress towards your goals.