

MEASUREMENT FACTOR	COMPONENT	PROGRAMMATIC RESPONSE
Institutional Performance	Effectiveness	<ul style="list-style-type: none"> • Improve the quality of policy by better understanding beneficiaries' needs. • Improve the implementation of programs by having better talent management systems that attract and retain skilled staff.
	Efficiency	<ul style="list-style-type: none"> • Aligning organisational structure to the mandate to reduce overlapping roles and responsibilities. • Streamlining business processes by reducing the number of days to complete tasks or people required to approve. • Improving the policy formulation process by involving more stakeholders throughout the process.
Institutional Stability	Institutionalisation	<ul style="list-style-type: none"> • Documentation of business processes and publications in relevant languages. • Alignment of business processes, competency requirements and performance management. • Development of knowledge sharing mechanisms to share good practice and retain institutional memory. • Design and implementation of participation mechanisms to address any lack of stakeholder or public participation.
	Risk mitigation	<ul style="list-style-type: none"> • Draft and implement best practice procurement policies and practices. • Develop information management systems to ensure fact-based decision making.
Institutional Adaptability	Investment for innovation	<ul style="list-style-type: none"> • Seek leading edge changes to policies, processes, practices and behaviour that will lead to better performance that is sustainable over time.
	Continuous improvement	<ul style="list-style-type: none"> • Design and implement mechanisms for continuous improvement, examining the institution's effectiveness and efficiency. Redefine and realign continuously with changing realities.