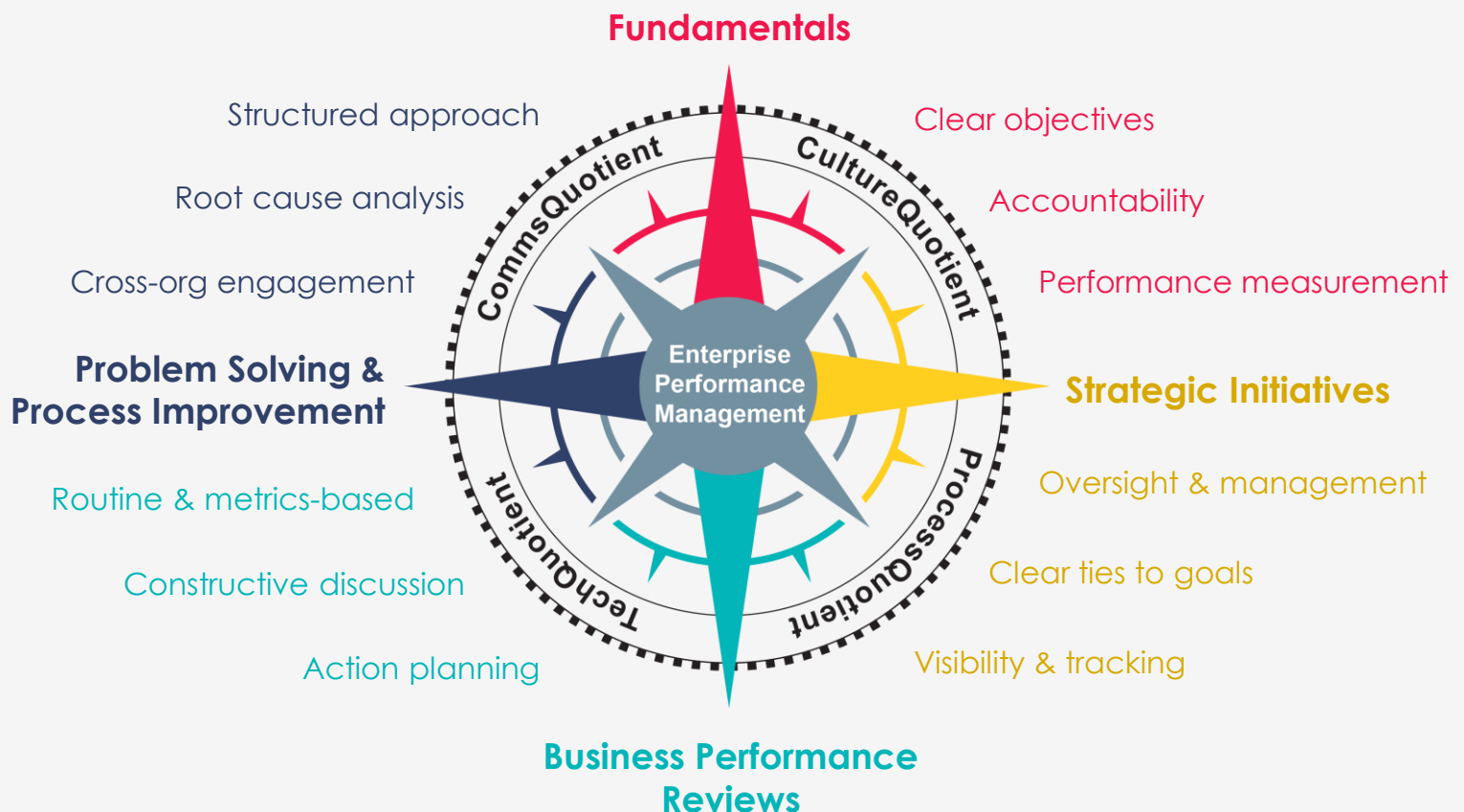


State agencies need to build a strong performance management foundation to meet stakeholder demands and successfully carry out their mission. Effective performance management is geared toward eliminating waste in routine work, surfacing constraints to accomplishing the organization's strategic goals, and addressing root causes of performance constraints.

Agencies should evaluate practices on four critical management system components and four critical capabilities that together form the basis for optimal organizational performance. The outcomes of this assessment should:

- Determine the agency's preparedness to meet performance objectives
- Identify opportunities for development in critical competency areas
- Inform investment decisions on capabilities and capacity as stakeholder demands increase
- Drive targeted strategic and process improvement initiatives

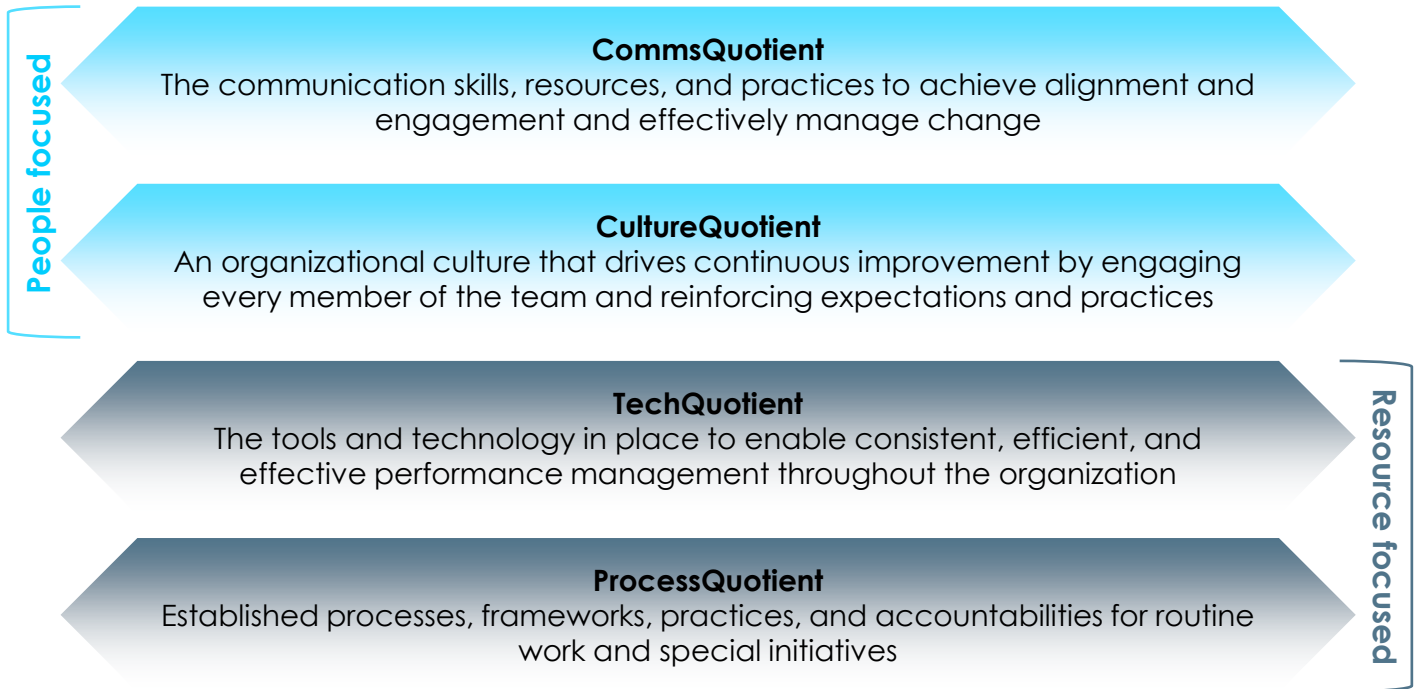
## The Skill Map for State Agencies



## Management System Components



## Critical Capabilities



### 2024 Lean Transformation Conference Participants

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