

Business Aviation Best Practices Series



METRICS

Best Practice	Elements
Corporate Performance Management	<ul style="list-style-type: none"> • Determine your company's business strategy (corporate scorecard) and top-level performance goals. • Example: Corporate Priorities (Key Performance Indicators) • Example: Competitive Benchmarking (Best-in-Class) • Example: Departmental Alignment (matrix management) • Example: Communication (organizational excellence)
Performance Areas	<ul style="list-style-type: none"> • Understand how your department links to the corporate business model and it's key value targets: • Creating Shareholder value. • Supporting Customer focus. • Improving Employee performance and organizational excellence.
Performance Metrics	<ul style="list-style-type: none"> • Establish measures linking your department's role in each corporate Performance Area. • Show and explain some common metrics for flight departments to top performing companies.
Metrics Example	<ul style="list-style-type: none"> • Walk through an easy example from corporate metric to departmental sub-metric and data collection element.