



*Accountability & Performance  
Management Specialists*

# **Business** Profile

## Fast Facts About Us

### Who are we?

We are a Management Consultancy specialising in Accountability and Performance Management

### What are we known for?

Improving your organisations results by creating a high Accountability and Performance Culture

### How do we make it happen?

We empower you to:

1. Improve your Strategic and Operational planning
2. Establish Team and Individual accountability
3. Simplify your Performance Reporting, Monitoring and Evaluation processes
4. Improve your Organisational culture

### What do we provide you with?

We specialise in helping Organisations improve their Performance through our Accountability and e-Governance Solution. Our solution uses an integrated cascade framework unique to Vision Activ which enables the improvement of both Organisational and Employee Performance resulting in a High-Performance Culture.

### What makes our solution different?

It provides for seamless integration between Organisational and Employee Performance which is supported by a delegated Accountability Framework

### How long have we been in business?

12 years+

<b>Our Purpose?</b>	Empower organisations to improve their business results through enhanced Accountability and Performance Management
<b>Our Mission?</b>	To be the catalyst that activates the core vision of individuals and organisations so that they can unleash their true potential and create a positive change in their environment.
<b>What Values are we driven by?</b>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Innovation</li> <li>• Assurance</li> <li>• Teamwork</li> <li>• Integrity</li> </ul>
<b>What BBBEE Status are we?</b>	Level 1
<b>Our Target Market</b>	<p><b>Public Sector</b></p> <ul style="list-style-type: none"> <li>• National Departments</li> <li>• Provincial Legislatures</li> <li>• Provincial Departments</li> <li>• State Owned Enterprises</li> <li>• Local Government (Municipalities)</li> <li>• NGOs</li> <li>• Agency Institutions</li> </ul> <p><b>Private Sector</b></p> <p>Organisations with Staff Compliment above 25+ employees</p>





# What Problems do we help you to Solve?

We help you to resolve your **Accountability and Performance Management problems**.  
These are best outlined from an Organisational, Leadership and Employee Perspective.

## Organisational Perspective

We help you to address the following Accountability and Performance Management problems at an Institutional level:

**Poor Planning Problems:** We empower organisations to develop strategic measurable and cascable plans, whilst maintaining a line of sight to the strategic goals and priorities

**Problems in Establishing Accountability:** We enable organisations to establish team and individual accountabilities which are aligned to strategic goals and priorities

**Problems with regards to Timeous & Accurate Reporting & Monitoring:** We provide tools to enable ease of timeous online progress reporting and monitoring against plans

### **Problems with Performance Evaluations:**

We enable simple, objective and transparent online evaluation against Organisational and Employee Performance

**Communication Problems:** We enable ease of organisational, departmental, and employee communication

### **Oversight and Governance Problems:**

We provide online solutions to improve management oversight and resolution management processes.

### **Problem of Integrating Organisational and Employee Performance:**

We provide for a seamless and simple method to integrate organisational and employee performance planning, reporting and monitoring processes.



## Leadership Perspective

We help support you to address the following Accountability and Performance Management problems at a Leadership level:

**Problem of Providing Direction:** We equip Leadership with skills and tools to improve planning, which enables them to engage and align their teams in working towards a common goal and purpose

### Problems in Setting and Clarifying

**Expectations:** We enable leadership to define team and individual responsibilities which becomes the basis for objective monitoring and evaluation

### Problems with regards to Performance

**Management:** We equip leadership with skills and tools to monitor and evaluate performance in an objective and transparent manner

### Problem in Communicating to Staff and

**Stakeholders:** We provide platforms to enable leaders to timeously communicate with their employees and stakeholders

### Problem of Maintaining Effective and

**Timeous Governance:** We provide online solutions to improve leadership ability to view the status of team and individual and performance against plans and targets, monitor evidence of performance and review status of progress against meeting resolutions.



## Employee Perspective

We help you address the following Accountability and Performance Management problems at an Employee level:

**Problem of not being clear about expectations:** Our Performance Planning process enables employees to be clear about expectations at the start of a performance cycle.

**Problems of time taken to complete Performance Reporting:** Our online solution enables employees to effortlessly update the status of progress against individual and organisational plans.

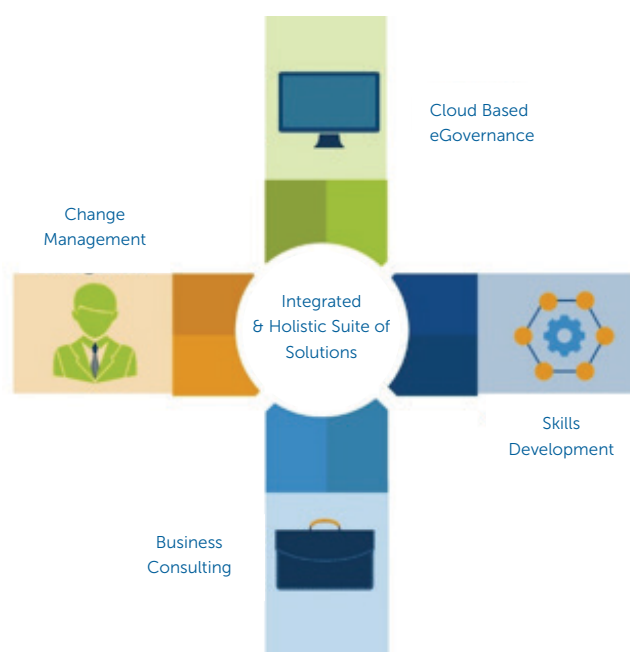
**Problem of not being kept informed:** Our communication system empowers employees to be timeously kept informed on all organisational issues

**Problem of Lack of Trust with regards to Performance Processes:** Our performance solution provides for an engaged objective and transparent performance process

**Problem of Lack of Skills to Plan and Manage Performance:** Employees are equipped with skills to complete performance plans, update and monitor progress, complete performance evaluations and hold performance conversations

# How do we help you to solve your Accountability and Performance Management Problems?

We provide our clients with an Integrated and Holistic Accountability and Performance Management Solution comprising of the following components:



Cloud Based  
eGovernance

## Suite of Cloud Based e-Governance Solutions

This Comprises:

### 1. Electronic Performance Management System (ePMS) which enables:

- Online configuration and capture of Strategic and Annual Plans
- Automated Performance Plans and Agreements
- Online Progress Reporting and Monitoring against Plans
- Online Performance and Audit Reviews
- Online Performance Evaluations
- Reports and Dashboards

### 2. Electronic Communication System (eComm) which enables:

- Our Communication Management system is designed to provide for Publishing your Online Newsletters, Articles, Events and Breaking News with Push Notifications

### 3. Electronic Resolution Management System (eResolution) which enables:

- Customised Planning and Monitoring of Resolutions for Committee Services and Meeting Management

Business  
Consulting

## Business Consulting

We provide Consulting Services with regards to:

1. Development of Performance Management Frameworks
2. Facilitation of Long Term Strategic Plans and Annual Plans
3. Support to completion of Performance Plans (Performance Agreements)
4. Support to complete Progress Reporting, Monitoring and Evaluations
5. Development and Implementation of Project and Change Management Strategies and Plans

Skills  
Development

## Skills Development Programmes

We provide Skills Development Programmes to System Administrators, Users, Line Managers, Stakeholders and Pathfinders covering our eGovernance Solutions comprising:

1. Performance Management
2. Communication Management
3. Resolution Management

Change  
Management

## Change Management Programmes

Our Change Management Initiatives are aimed at embedding our eGovernance Solutions and comprises:

- 1. Be Great Workshop** (This is a two-day High Impact Engagement Programme)
- 2. Performance Planning Workshop** (This is a two-day programme which enables the planning for definition of the Performance Management Framework and definition of the Project and Change Management Strategies and Plan)
- 3. Pathfinder Programme** (This is a three-day programme to equip Change Ambassadors with skills to embed the initiatives)
- 4. Lumina Profiles** (This is the provision of Individual and Team Personality Profiles to awareness of personality types and improve team dynamics)

# Why Should You Use Us?

Our collective organisational capabilities are defined against the following Key Competency Requirements to facilitate a successful Performance Management implementation. Our Know-how and experience are underpinned by the Technical and Practical expertise of our Diverse Team of Consultants:



**1. Completion of Organisational Analysis:** Our Methodology to complete an Organisational Assessment enables us to:

- Obtain a good feel about the organisation in terms of key issues, opportunities, risks and challenges through an engaging collaborative process.
- Make an accurate estimate around the scope of work to successfully implement an effective performance management system
- Forecast our costs and man-hours with a high level of accuracy



**2. Development of Business Strategy:** Our Approach with regards to Business Strategy Development and Annual Performance Plan (APP) development allows for:

- A reflective process to enable definition of a strategic framework which addresses all areas of the business
- Application of robust Planning Methodologies which enables ease of alignment and cascade of plans from organisational to departmental to sectional to individual levels



**3. Change Management:** Our Methodology ensures that people are engaged emotionally, aligned intellectually and is provided with an opportunity to reinforce behaviours with the implementation of any Performance Management System. Many global best practice projects have been achieved by some of our key resources using this approach.

Our approach provides for building internal capacity to enable sustainability





**4. Performance Management:** We have pioneered a best practice Integrated and Holistic Performance Management Solution which has customised applications for:

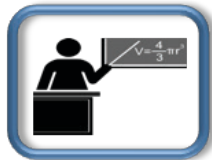
- Private Sector
- Public Sector
- National and Provincial Departments



**5. Project Management:** Projects are managed within a robust quality management framework with Cost, Time and Schedule remaining a high daily priority. Our Consultants have achieved National and International Awards. The management of our Projects using a Results Based Framework provides for a high level of distinctiveness to our proposal.



**6. Controls and Assurance:** Our core business model comprises the identification and resolution of risks and challenges with regards to issues around controls and assurance.



**7. Skills Development:** The distinctiveness of our skills development methodology lies in:

- The relevance of our programmes to build capacity to deliver the business model which impacts ultimately on the organisation's bottom line
- Our approach which provides for sustainability of initiatives through Pathfinders who also act as Change Ambassadors
- Our process provides an opportunity for re-enforcement of learnings
- Our variety of learning mediums offered



**8. Research and Development (R&D):** Our Suite of Solutions are developed using the latest Industry Best Practice Design Principles.

Our Solutions Team enables the provision of customised cost effective technological solutions timeously across a host of different functional disciplines.



**9. Customer Support:** Our Support Model operates within a sound structure which allows for efficient customer facing support and problem resolution and advanced technological tools to enable ease of tracking issues.



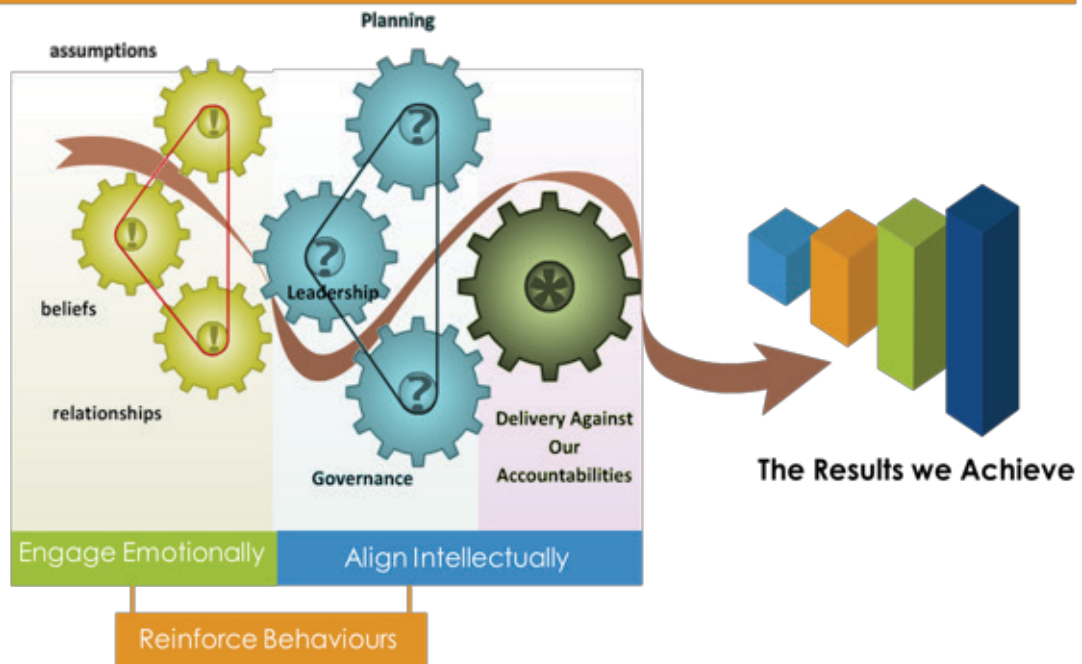


## **What is our approach and Methodology?**

Our basis of design for our suite of solutions and our implementation approach is rooted in the following Vision Activ Results Based Accountability Model.



## Vision Activ Results Based Accountability Model



Let us unpack the underpinning logic and application framework of the model.

The **RESULTS THAT WE STRIVE** to achieve at Institutional levels is expressed as **Strategic and Operational Plans**. Against these Strategic Plans, Key Results Areas are defined. The achievement of the results impacted on how people deliver against their **ACCOUNTABILITIES**.

How they deliver on their Accountabilities is influenced by **PLANNING, LEADERSHIP and GOVERNANCE** within the organisation which in turn is influenced by **BELIEFS, ASSUMPTIONS and RELATIONSHIPS** held and maintained by people.

The above model is intended to demonstrate how the impact of our belief systems, experiences and relationships can affect the results we achieve. Our research and experience have constantly highlighted that any form of organisational change is only cemented when people are **engaged emotionally**, **aligned intellectually** and are provided with opportunities to **reinforce the new behaviours** required.

### We Engage Emotionally by:

1. **Gaining buy-in and commitment** of all key stakeholders to the Performance Management Implementation Journey.
2. **Maintaining a Change Paradigm** to help people cope with the transition between their current and their new desired state of implementing and embedding a new high-performance culture
3. Using a combination of **best practice tools and processes** which is unique to Vision Activ to create buy-in and commitment
4. Focussing on **personality profiling** to improve Team Dynamics (use Lumina Profiling Tools.)

## We Align Intellectually by:

1. Developing Comprehensive Performance **Processes, Policies and Procedures**
2. Using **Robust Planning Methodologies** (Results Based, Logic Model, Balanced Scorecard) which helps improve quality of measures, assigns accountability and responsible functions, provides for seamless transition between long term and annual planning, enables ease of alignment to National, Provincial, Regional and Strategic Priorities and for provides seamless integration between Organisational and Employee
3. Building an **Impactful Performance Institutional Framework** comprising a Performance Management Structure, Aligned, Measurable and Cascadable Plans, Structure to establish Accountability, Simplified Progress Reporting and Monitoring and Evaluation, Improved Executive and Political Governance and Oversight, and a platform for Effective Leadership
4. Equipping all Users and Stakeholders with skills to develop plans, establish Accountability, Monitor and Evaluate Performance

## We Re-Enforce Behaviours by:

1. Maintaining a **Hands-on and Sustainable Approach** to support embedding of our initiatives
2. Executing a **robust Project Implementation Framework** comprising of: efficient project and change management, timeous communication, phased implementation approach, effective on-going governance processes, and impactful handovers to ensure embedding system
3. Aligning teams towards working towards a **common purpose and goals** using simple yet efficient integrated plans
4. Implementing **concept of Pathfinders** which provides a platform for transfer of skills from Vision Activ to Clients and ensuring sustainability of interventions
5. Maintaining **practical application of systems** by completing performance agreements and plans, updating progress, monitoring progress and completing performance evaluations and progressing status of meetings resolutions online
6. Implementing a **communications platform** to improve communication across all functions, departments and stakeholders

## How will our Solution benefit you?

- 1 Improves Organisational Planning with regards to quality of measures and KPIs
- 2 Enables ease of cascading of plans to lower levels
- 3 Creates line of sight between individual, departmental and organisational planning
- 4 Establishes Accountability at relevant and across all levels within an organisation
- 5 Allows for Performance Plans to be linked to Annual Business Plans and Job Descriptions
- 6 Enables ease of preparation of online performance agreements and plans
- 7 Improves efficiency of progress reporting against plans
- 8 Improves efficiency of Communication Management
- 9 Improves Resolution Management
- 10 Improves data integrity of performance information
- 11 Enables ease of evidence management
- 12 Creates higher level of accountability taken for performance delivery
- 13 Improves Executive and Political Oversight
- 14 Improves decision making because of higher quality of management information
- 15 Enables early warning reporting using customised dashboard reporting
- 16 Provides for objective and transparent performance evaluations
- 17 Improves employee morale and institutional trust against performance processes
- 18 Provides a sound and objective basis for employee reward & recognition
- 19 Improves leadership and employee skills with regards to managing performance
- 20 Improves decision making because of higher quality of management information
- 21 Ensures legislative compliance to Performance Requirements in the Public Sector
- 22 Improves organisational, departmental and stakeholder communication
- 23 Enables achievement of Clean Audit with regards to Performance Management by the Auditor General in the Public Sector
- 24 Creates consistency of governance processes
- 25 Provides a platform for Career and Succession Planning





## **What is the Case for Change?**

As Africa we are on the threshold of re-shaping the future of our Continent. Organisations are giving meaning to this by trying to establish higher levels of accountability and performance at an Internal Level to better serve their customers at an External level.

One of the key challenges facing Organisations is Ineffective Performance Management which results in a loss of institutional credibility and value in meeting the needs of our customers. The Performance Management Landscape is best described using the metaphor of an iceberg to describe common challenges and problems as experienced by Organisations.

Organisations are commonly experiencing challenges and problems around low productivity, low morale, higher levels of customer demand and low stakeholder confidence.

These challenges are caused by poor planning, lack of alignment to strategic priorities, lack of stakeholder management, poor leadership, lack of governance, lack of systems and tools, poor financial management, poor performance management and a lack of skills.

Underpinning the cause of the symptoms is the culture prevalent in Organisation's mental models and mind-sets that people hold which ultimately impact on accountability and productivity. Organisational interventions to address these problems are traditionally made at the symptom level, which does not necessarily create long-term resolutions of these challenges. In addition, these issues are often addressed on an ad-hoc basis based on the greatest pain being experienced at a particular point in time.



**The above situation warrants 2 Case for Change questions to be answered:**

**Question 1:** What is the impact of the above mentioned causes on an organisations ability to achieve its Vision, Mission, Strategic Goals and Operational Plans?

**Question 2:** What is the Percentage (%) Performance Loss and the cost thereof on the organisation?

**Question 3:** What are the consequences of maintaining the status quo and not doing anything to address these Causes?

Our Accountability and eGovernance Solution proposes the vehicle to enable the definition, measurement and delivery of strategies that will provide for consequential progression of individual and organisational development and growth.





## *Accountability & Performance Management Specialists*

### **Address**

Bedford Village Shopping Centre | Office Suite 1  
Corner Nicol and Van Buuren Road | Bedfordview  
Johannesburg | 2007

**Website:** [www.visionactiv.com](http://www.visionactiv.com) | **Email:** [marketing@visionactiv.com](mailto:marketing@visionactiv.com) | **Phone:** +27 11 592 4400

**Facebook:** [www.facebook.com/visionactiv](https://www.facebook.com/visionactiv)

**LinkedIn:** <https://www.linkedin.com/company/vision-activ/>

**YouTube:** <https://www.youtube.com/user/VisionActiv>