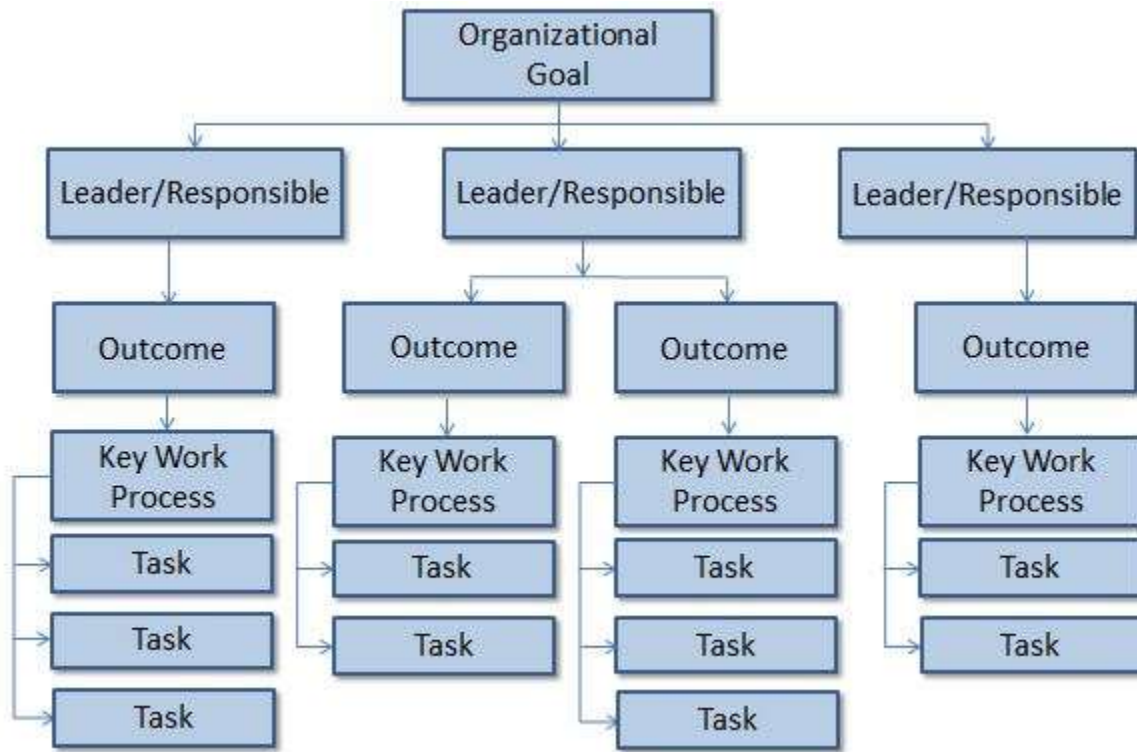


Hierarchy of Performance Chart



Adapted from: American Society for Training & Development, 2009.

The hierarchy of performance chart illustrates the importance of aligning the desired performance outcomes with overall organizational goals. Ask the following questions:

- What is the organization trying to accomplish (**organizational goal**)?
- What groups (ministries, departments, district offices, facilities, PNFPs, implementing partners, donors, etc.) can help achieve the goal (**leader/responsible**)?
- What outcomes does each group have to achieve in order to help the organization accomplish the goal? (desired performance and quality **outcomes** and standards)
- What **key work processes** are necessary to result in these outcomes?
- What activities, **tasks**, steps comprise the key work processes?

See sample completed hierarchy of performance charts.

Complete the blank hierarchy of performance chart on the following page to ensure your desired performance outcomes (along with their key work processes and accompanying tasks) are linked to the organizational goals you are trying to achieve.

Hierarchy of performance

