

TSC Category	General Management					
TSC	Business Performance Management					
TSC Description	Implement organisational performance systems to meet business plans and objectives by establishing performance indicators, tracking progress and addressing gaps					
TSC Proficiency	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			WST-BIN-3070-1.1	WST-BIN-4070-1.1	WST-BIN-5070-1.1	
			Monitor performance of the department	Manage organisation performance systems across departments	Formulate organisational performance systems and key performance indicators in alignment with organisation's vision, mission and values	
Knowledge			<ul style="list-style-type: none"> Types of performance systems Department's policies, products and processes Performance monitoring and testing procedures 	<ul style="list-style-type: none"> Industry best practices for implementing organisational performance systems Gap analysis procedures 	<ul style="list-style-type: none"> Organisation's policies, products and processes Objectives of the organisation's performance systems Key performance indicators Root cause analysis procedures Relevant legal and regulatory requirements 	
Abilities			<ul style="list-style-type: none"> Document operational functions of the organisational performance systems within the department Perform regular tests and checks on business processes according to monitoring and testing procedures Track the progress and performance of business processes by comparing test results against key performance indicators Identify gaps in business processes based on test results and highlight areas for improvement Perform modifications to close the gaps found in 	<ul style="list-style-type: none"> Implement organisational performance systems within the department whilst taking into account its unique requirements Design monitoring and testing procedures for processes within the department that are aligned to the requirements of key performance indicators Evaluate performance of the department against goals set Perform gap analysis on the gaps identified within the department Identify root causes for gaps between current and future state of 	<ul style="list-style-type: none"> Develop organisational performance systems that are in line with business plans and objectives Oversee the implementation of organisational performance systems to ensure consistency across the organisation Develop key performance indicators to assess the overall performance of the organisation based on emerging trends Perform root cause analysis of organisational performance systems 	

**SKILLS FRAMEWORK FOR WHOLESALE TRADE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

			<p>business functions according to requirements of action plans</p>	<p>department based on the gap analysis</p> <ul style="list-style-type: none"> • Develop reports with recommendations on how to address root causes and close gaps in the department • Translate blueprints into implementable action plans 	<ul style="list-style-type: none"> • Review reports and develop blueprints to address gaps identified 	
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