

1. *What is the TCS Performance Measurement Initiative?*

Performance measurement is a tool for streamlining and improving the way an organization does business.

The **TCS Performance Measurement Initiative (PMI)** will be a key element in the renewal of the TCS. Its objective is to orient our business towards results in delivering services to capable and committed clients. It will also assist us in allocating resources. Posts will be widely consulted throughout the development of its six components.

2. *What are the six components of the PMI?*

(i) Client and service definition: The cornerstone of the PMI, this component will describe who our clients are, what services we will provide them, and under what conditions. The goal is to establish a single TCS service portfolio.

(ii) Client surveys: These will allow us to measure our clients' satisfaction with us and the extent to which we have contributed to their success. We will also ask clients to suggest improvements to the present mix of services offered by the TCS.

(iii) Employee surveys: These will measure our strengths and weaknesses in program delivery from your point of view and seek your suggestions on how to improve the services you provide, the support you receive, and your work environment.

(iv) Workload indicators: This component will measure where and how much TCS time is invested.

(v) Service standards: This component will set out exactly what our customers can expect from us and what we can expect from them.

(vi) Service charge feasibility: This component will be a study of the desirability and feasibility of establishing a comprehensive service-charge system for the TCS.