

Section 2.3 Activities

Activity 2.3.2 Measuring Success

Critical Success Factors or Key Result Areas

What are your organisation's critical success factors?

Does your organisation measure its critical success factors?

YES NO

How does your organisation measure its critical success factors?

What are the results? Present supporting documentation.

Quality Assurance & Accreditation

What mechanisms do you use to know if the programs and services you provide are effective and appropriate?

What indications of success can you provide? List both quantitative and qualitative measures of outputs and outcomes.