You will constantly seek to improve departmental performance, either in your own organisation or an external organisation (a department could be any part of an organisation, including a team of people). You must identify and implement changes which will improve departmental performance and monitor progress towards desired changes. You must ensure that you involve others affected by improvements to departmental performance, maintaining an awareness of their views and concerns.

**TO PERFORM EFFECTIVELY YOU NEED TO:**
- identify measures and systems to evaluate the performance of the department
- recognise opportunities where departmental performance could be improved
- make considered and sensible suggestions for improvements that have been fully researched
- ensure that any improvements made are in line with the organisation’s vision and objectives
- monitor the process of change and progress towards desired outcomes.

Achievement of this performance objective requires consistent performance over a period of time.

**EXAMPLES OF RELEVANT ACTIVITIES INCLUDE:**
- developing and implementing accounting processes
- monitoring business performance and setting performance measures
- suggesting improvements to business processes within your department
- advising managers on how performance can be made more cost effective
- working with individuals on your team to improve their personal performance levels and therefore the performance of the department.

These examples illustrate how you might demonstrate this performance objective. They are not obligatory – you may prefer to think of other ways that show how you perform effectively in this area.

**KEY KNOWLEDGE AND UNDERSTANDING: BUSINESS MANAGEMENT**
- Evaluate, select and implement the development of appropriate strategic alternatives to take the business from where it is to where it needs to be
- Utilise and apply management and organisational behaviour theory to promote personal and operational effectiveness to support and implement strategic business objectives.

**LINKED EXAM PAPERS**
- Paper F1, Accountant in Business
- Paper P3, Business Analysis
- Paper P5, Advanced Performance Management.