

What is the role of the Performance Improvement Officer?



Agency Performance Improvement Officers (PIOs) advise and assist agency leaders to **ensure that the mission and goals of the agency are achieved**. PIOs are responsible for the following:

- ❖ Leading efforts to set goals
- ❖ Reviewing progress on those goals and identifying course corrections
- ❖ Promoting a culture of using data and evidence, managing risks, and communicating performance information

What does this work look like?

Supporting agency leaders in setting goals, reviewing progress, and making course corrections, and making results transparent by:

- ❖ Advising organizational components in **strategic planning**
- ❖ Leading frequent **progress reviews** using **data, analysis, and evaluations**
- ❖ **Communicating** goals, progress, and challenges within the agency and to the public

Working across the agency to improve operational effectiveness and communication of organizational performance by:

- ❖ Partnering with Chief Financial Officers to **evaluate resource allocations** and incorporate performance information in agency budgets
- ❖ Working with Chief Information Officers and Chief Administrative Officers to **validate capital investments** to advance agency goals
- ❖ Coordinating with Chief Human Capital Officers to **align personnel to mission priorities**

Helping agency program managers and goal leaders promote the adoption of effective practices to improve outcomes by:

- ❖ Selecting **meaningful goals and measures**
- ❖ Designating **accountable goal leaders**
- ❖ Running effective progress reviews and **identifying course corrections**
- ❖ Communicating goals, measures, analysis, and results
- ❖ **Managing risks** to key priorities and goals

What's in it for a PIO?

Performance management and its underlying legal framework give PIOs some **key levers** to pull to implement priorities within their agency:

- ❖ Opportunity to deliver quantifiable results across the organization and to the agency's ultimate customers: the public
- ❖ Seat at the table with agency leaders to guide the *mission* and *mission-support* activities of the agency
- ❖ Ability to align agency work and priorities to the Administration's priorities
- ❖ Access to the Performance Improvement Council and the Office of Shared Solutions and Performance Improvement (OSSPI) to hook into cross-agency management initiatives, implementation support, and share best practices with other agencies



The Performance Improvement Council (PIC) is the heartbeat of government performance management. The PIC shares best practices and builds capacity across the federal government to help agencies set, plan and achieve priorities for the American Public. The council staff sit at the General Services Administration and can be reached at fed2fedsolutions@gsa.gov.