

## LESN: Leading Education Systems at the National Level



## Tools and Frameworks for Organizational Performance Improvement

### Total Quality Management (TQM)

- TQM is a broad framework. Link to a Google search for “Total Quality Management”:  
<http://bit.ly/mKKtqA>

### Ratings and Rankings (e.g. - U.S. News and World Report College Rankings)

- U.S. News and World Report College Rankings:  
<http://www.usnews.com/rankings>

### Organizational Capacity (e.g. - Venture Philanthropy Partners)

- Organizational Capacity Assessment Tool (OCAT) sample model:  
<http://www.vppartners.org/sites/default/files/Feeding%20America%20Capacity%20Self-Assessment%20Tool%20-%20Final%20June%202010.pdf>
- Download of book:  
<http://www.vppartners.org/learning/mckinsey-vpp-ocat>

### Outcome Measurement (e.g. - United Way Outcome Evaluation)

- Link to a Google search of “United Way Outcome Evaluation,” which points to several local initiatives:  
<http://bit.ly/j2yu7f>

## **Baldrige Award**

- The Baldrige Performance Excellence web site:  
<http://www.baldrigepe.org/>

## **Benchmarking (e.g. – Association of Governing Boards’ Benchmarking Service)**

- The Association of Governing Boards’ Benchmarking Service:  
<http://www.agb.org/benchmarking-service>

## **Learning School (Senge)**

- Link to a Google search for the term “Senge Learning School.” Links from there include several options to preview and purchase the books:  
<http://bit.ly/kliFaY>

## **Continuous Quality Improvement (CQI)**

- Link to a Google search for the term “Continuous Quality Improvement”:  
<http://bit.ly/mExHXj>

## **ISO 9000-9004**

- ISO 9000 Quality Management:  
[http://www.iso.org/iso/iso\\_catalogue/management\\_and\\_leadership\\_standards/iso\\_9000](http://www.iso.org/iso/iso_catalogue/management_and_leadership_standards/iso_9000)
- ISO 9000 Quality Management principles:  
[http://www.iso.org/iso/qmp\\_2012.pdf](http://www.iso.org/iso/qmp_2012.pdf)
- ISO standard:  
[http://www.iso.org/iso/home/standards\\_development/deliverables-all.htm](http://www.iso.org/iso/home/standards_development/deliverables-all.htm)

## **Performance Budgeting**

- A PDF titled “Performance Budgeting: A User’s Guide” from the Organisation for Economic Co-Operation and Development:  
<http://www.oecd.org/dataoecd/32/0/40357919.pdf>

## **360 Feedback Analysis**

- A link to a Google search for the term “360 feedback analysis”:  
<http://bit.ly/jdBy4f>

### **Balanced Scorecard (Kaplan/Norton)**

- A good BSC article on HBS Working Knowledge:  
<http://hbswk.hbs.edu/item/4938.html>

### **Kellogg Foundation Logic Model**

- W.K. Kellogg Foundation Logic Model Development Guide:  
<http://www.wkkf.org/>

### **Drucker Foundation Self Assessment Tool**

- A link to a Google search for the term “Drucker Foundation Self Assessment Tool”:  
<http://bit.ly/j7SMGN>

### **KPMG Performance Measurement Model**

- A link to a Google search for the term “KPMG Performance Measurement Model”:  
<http://bit.ly/iGNxo1>