

# Welcome to the workshop on Performance Indicators

Lunteren

16 – 18/19 October 2007

Centre for Genetic Resources, the Netherlands

# Workshop objectives

- To arrive at performance indicators for
  - genebank operations
  - genomics research laboratories
- Two definitions of performance indicators
  - quantifiable measurements, agreed to beforehand, that reflect the critical success factors of an organization
  - metrics used to quantify objectives to reflect strategic performance of an organization

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# Context: PIs and quality systems

- Performance indicators can only function in the framework of a quality management system
- A definition of a quality management system
  - a set of processes that ensure a common sense approach to the management of your organization; the system should ensure consistency and improvement of working practices, which in turn should provide products and services that meet customer's requirements
  - “down-to-earth”

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# Why quality management systems?

- A requirement set by
  - users/clients
  - funding agencies
  - “value for money”
- A benefit to the organization
  - harmonized, optimized and recorded procedures across individuals and departments
    - easier replacement
    - less mistakes – and less costs to repair them
  - monitored process for quality improvement
    - use of performance indicators
    - procedures for feedback from users

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# Workshop approach

- Updating on quality management systems
  - the role of performance indicators in a QMS context - Day 1
  - other key tools in QMS – Day 2
  - experiences in genebanks and genomics labs – Day 2
- Mapping key functions in genebanks and genomics laboratories – Day 1
- Drafting performance indicators - Day 3
- (From drafting to action – Day 4)

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# Workshop approach: elements in summary

Quality management system



Key functions and processes



Performance indicators

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# Workshop participation

## ■ Parallel processes

- Global Public Goods 2
  - support for maintaining and upgrading genebank collections
- Generation Challenge Programme
  - ambition to improve processes in data generation, verification, storage, retrieval and analysis in genomics research

## ■ Parallel systems

- a challenge to the CGIAR centres
- a challenge to national systems

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# Expectations?

- Exchange of information
  - what is going on?
- Exchange of experiences
  - Lessons learned
- Consensus building
  - identification of appropriate ways forward
  - harmonization in the genetic resources community



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