Types of Performance Measures

There are five specific types of measures that have been identified, defined and will be applied throughout Iowa state government: <u>input</u>, <u>output</u>, <u>efficiency</u>, <u>quality</u> and <u>outcome</u>.

Input

Input measures monitor the amount of resources being used to develop, maintain, or deliver a product, activity or service.

Output

Output measures monitor "how much" was produced or provided. They provide a number indicating how many items, referrals, actions, products, etc. were involved.

Efficiency

Efficiency measures are used to monitor the relationship between the amount produced and the resources used. This means that efficiency measures are created by comparing input and output. There are two general types of efficiency measures: unit cost and productivity. Unit cost is a comparison of **input** to an **output** (i.e. resources used/number produced). Productivity is a comparison of an **output** to an **input** (i.e. number produced/resources used).

Quality

Quality measures are used to determine whether customer expectations are being met. These expectations can take many forms, including: timeliness, accuracy, meeting regulatory requirements, courtesy, and meeting customer needs. The expectations can be identified as a result of internal or external feedback.

The comparison of **outputs** is often used to create measures of quality. It may be important to identify certain aspects (aspects/total outputs) about the services, products or activities produced by an organization that are important to its customers. This comparison of specific outputs to total outputs is used to create measures of accuracy, timeliness and to determine the extent regulatory requirements are met. Quality measures can also be derived from the evaluation of customer feedback data.

Outcome

Outcome measures are used to determine the extent to which a core function, goal, activity, product, or service has impacted its intended audience. These measures are usually built around the specific purpose or result the function, goal, service, product, or activity is intended to deliver or fulfill. An outcome measure should show progress towards or achievement of agency mission or goals.

Source: Iowa Department of Management
https://dom.iowa.gov/faq/what-are-different-types-performace-measures