

4. PART FOUR: REVIEW AND IMPROVEMENT OF THE PMS

A logical point of departure in reviewing and evaluating the effectiveness of the PMS is to establish to what extent the system is compliant with legal mandates and to what extent it is moving beyond compliance towards best practice. To measure this an assessment tool has been developed and is attached as Annexure A. This tool will make it possible to set a baseline at the beginning of the period and then track progress over a period of time.

Furthermore, the review of the PMS will need to be done with the participation of the users of the system. During this evaluation it will be necessary to examine the effectiveness of the system in all its phases and to identify areas of improvement by taking into account:

- The experiences in the application of the system;
- Best practices in other municipalities; and
- International trends in public sector performance management.

In the evaluation process it will also be necessary to establish to what extent the objectives of the organisational and the individual PMS have been met in the various phases as depicted below.

