## Index

Australia, community engagement practices in, 6 Balanced scorecard (BSC), 23 Bias. 60 Community engagement practices, 6 Confirmation of VoC and TR, 73-76 Consolidation of VoC lists, 68-70 Critical decision. 35-40 PIHoO in, 41 Cultural precincts importance and satisfaction ratings of. 35 performance indicators, 83 PIHoQ, 42, 45-46 sample TRs for, 28, 30 stakeholder comments related to performance indicators, 85-86 VoCs placement in PIHoQ, 24 Customer-related TRs, sample performance indicators for, 33 Customers, 2, 21-22 Demographic analysis, 52 External stakeholders, 2 development of VoC outputs, 64-67 focus groups, 57 images of facilities and services, 61

open discussion on services and facilities, 61 participants drawing/writing expression of service/ facility, 61 prioritisation of VoCs, 63 room layout, 58 sessions, 60 VoCs of service/facility, 62–63 House of Quality (HoQ), 2, 6–7, 10, 13, 15–18, 21, 110 (see also Performance Indicator House of Quality (PIHoQ))

Imagery used in cultural precinct VoC focus group session, 58–59 Importance-performance analysis, 35 Institute of Public Administration of Canada (IPAC), 5 Intangible performance indicators (IPIs), 32, 84 utilisation, 47–48, 104–105 Internal stakeholders, 53–54 (*see also* External stakeholders) focus groups, 67–68

Mapping exercise, 77–78 of VoC and TR relationship matrix, 78–81

Participative action research process (PAR process), 7-8, 108 Performance assessment, 6 Performance indicator development assemblage (PIDA), 7, 107 key messages, 112-113 potential benefits, 107-110 potential challenges and opportunities, 111-112 questions, 113-114 Performance Indicator House of Quality (PIHoQ), 7, 10, 13, 18-21, 49 areas of deployment, 39-47 confirmation of PIHoQ and components and deciding areas of deployment, 99-104 confirmation of VoC and TR, 73-76

critical decision, 35-39 framework, 22 importance and satisfaction ratings, 34-35 learning from, 44, 47 mapping exercise and TR relationship matrix, 77-78 mapping of VoC and TR relationship matrix, 78-81 outputs and outcomes, 82-86 plotting of critical decision, 95-98 sample TRs for cultural precinct, 28, 30 stakeholder selection and VoC development, 50-70 surveying importance and satisfaction ratings, 87-94 TR, 24-27 TR relationship matrix, 27-29 TRs development, 71-72 VoC, 21-24 VoC and TR relationship matrix, 29-31 Performance indicators for cultural precincts, 84 customer approach to performance indicator development, 6-8 customers collaboration in development of, 3-4 and measuring performance in PA, 4-6 outputs and outcomes, 32-34 Performance measurement, 5 Performance measures, 4 PricewaterhouseCoopers (PwC), 9 Prioritisation of VoCs, 63 Public administration (PA), 1, 13 customer approach to performance indicator development, 6-8 customers collaboration in development of performance indicators, 3-4 performance indicators and measuring performance in, 4-6 quality-oriented perspective to performance indicator development in, 1-3 Public organisations, 1-2

Quadrant graph, 37-39 Quadruple bottom line (QBL), 23 Quality function deployment (QFD), 2-3.13-15 Quality management, 2, 13 Quality perspective HoQ, 15-18 and performance indicators in PA, 13 - 14PIHoQ, 18-20 QFD, 14–15 Stakeholder and analysis of participants, 51-56 analysis rainbow, 54-56 expectations, 22 participation, 5 selection. 50 Tangible performance indicators (TPIs), 32,84 utilisation, 47-48, 104-105 Technical requirements (TRs), 2, 16-17, 21, 24, 49 confirmation of VoC and TR, 73-76 for cultural precincts, 72 development, 71-72 example, 26-27 implementing VoCs in administering authority, 24-27 refining, 30-31 relationship matrix, 27-29, 77-78 representative TRs for NSW local government authority, 26 Total Quality Management, 2, 14

Voice of the customer (VoC), 2, 15, 21–24, 49, 110 alignment of VoCs with categories, 68 average rating, 92–93 confirmation of VoC and TR, 73–76 development, 50–70 for importance rating, 89–90, 92–93 prioritisation of, 63, 88 and TR relationship matrix, 29–31