



## **Pension Benefit Guaranty Corporation** **MFR for Efficiency and Effectiveness**

In fall 2004, the Pension Benefit Guaranty Corporation (PBGC), a quasi-governmental agency that insures pension benefits to participating organizations, began a multi-phased project using Weidner's Managing For Results methodology to refine its corporate strategic plan, mission and goals and develop results-oriented performance measures.

Over a four month period, Weidner conducted strategic business planning workshops with every department in the agency to develop department-specific strategic business plan elements and performance indicators. Each department began their session by identifying issue statements that described the issues and trends their unit will be facing over the next 2-5 years and the impact those issues will have on their internal and external customers, as well as their operations. The issue statements provided the context for the corporate strategic goals that the executive management set to achieve, the corporate initiatives management prioritized to address emerging issues, and the results each department set to achieve at more operational level.

To ensure that PBGC's operational performance aligns with its corporate strategic plan, mission and goals, Weidner facilitated each department through the creation of a carefully phrased purpose statement and the definition of performance indicators known as the Family of Measures. These measures and mini-mission statements are customer focused and emphasize results, or outcomes of performance, as well as quantifying outputs, demands and efficiencies. Performance information will provide PBGC management the information they need regarding PBGC's critical functions to make informed decisions and 'tell their story'.

Future phases of the project linked these performance indicators back to individual performance plans so that the efforts of executives, managers, teams, and individual contributors are aligned with the strategic and operational results defined in strategic business plan.

