

## ETI BALANCED SCORECARD: KEY BUSINESS OBJECTIVES 2003-2004

A. Results/Performance	B. Customer
<p>To:</p> <ol style="list-style-type: none"> <li>i. Meet the inspection targets set out in the 2003/2004 Business Plan;</li> <li>ii. Demonstrate that ETI promotes improvement in the interests of learners;</li> <li>iii. Provide evidence-based advice to support policy development, including change to existing policy;</li> <li>iv. Demonstrate value for money.</li> </ol>	<ol style="list-style-type: none"> <li>i. To provide evaluation (based on first-hand evidence) which is:               <ul style="list-style-type: none"> <li>• carried out sensitively</li> <li>• carried out objectively and consistently; evidential and professionally affirmative</li> <li>• comprehensive and accurate</li> <li>• related to benchmarks</li> <li>• transparent</li> <li>• responsive</li> <li>• developmental</li> </ul> </li> <li>ii. To provide significant advice/guidance which is:               <ul style="list-style-type: none"> <li>• objective</li> <li>• valued</li> <li>• responsive</li> <li>• clear and accurate</li> <li>• informed, timely and up-to-date.</li> </ul> </li> </ol>
C. Internal Business Process	D. Organisational Learning and Growth
<p>To:</p> <ol style="list-style-type: none"> <li>i. improve key processes in:               <ul style="list-style-type: none"> <li>• planning/prioritising; preparation for inspection; implementation; reporting; follow-through; analysis; influencing; and managing key relationships;</li> </ul> </li> <li>ii. ensure inspection processes are fit-for-purpose;</li> <li>iii. improve the ETI recruitment process and funding arrangements.</li> </ol>	<p>To:</p> <ol style="list-style-type: none"> <li>i. have a satisfied, valued and highly motivated workforce;</li> <li>ii. have a knowledgeable, well-informed, and highly skilled workforce;</li> <li>iii. reflect increasingly, agreed values within and across the organisation;</li> <li>iv. ensure that ETI is well placed to cope with significant changes.</li> </ol>