**PPIR**

# Professional Performance: A User's Guide

For PPIR Protocol Revision 3 – November 2016

**This is an introduction to the application by Professional Engineers of the Performance Protocol, developed and implemented as part of the PPIR (Professional Performance Innovation and Risk) Program by the Warren Centre for Advanced Engineering.**

The aim of the PPIR program is to promote good practice in engineering performance through application of the *Performance Protocol*, as the third dimension of engineering professionalism (ethics, competency and performance). Performance is defined as: *"How the Professional Engineer approaches, arranges and undertakes a new task to ensure delivery of the final agreed outcome".*

The greatest value from the application of the *Performance Protocol* comes from its adoption across a complete organisation or project. As such, it applies to all engineers (and, where appropriate, non-engineers) from recent graduates to senior managers. In such applications, the adoption of the *Protocol* should be seen as a *change management* project, with the *Performance Protocol* and its philosophy being fully incorporated into the organisation and/or its project procedures and processes.

While the *Performance Protocol* document provides the formal definition of the structure and application of the *Protocol* and its eight *Elements*, and should always be referred to in case of doubt, this informal User's Guide is intended to assist the engineer on ways in which the *Elements* might typically be interpreted and applied.

An initiative of
**THE WARREN CENTRE**

**PPIR**

# How should I use, interpret and apply the Performance Protocol elements?

| Element | Plain English Summary | Additional Comments on Application |
|---|---|---|
| **Relevant Parties and Stakeholders** | Do you clearly understand the relationship with the people who depend on you, and those you depend on, and their expectations? | *Have you (formally or informally) mapped the relationships with all of these stakeholders? How will you ensure ongoing communication and management of relationships?* |
| **The Engineering Task** | Have you discussed and agreed with the person you are working for (or who is working for you) the objectives and extent of the task? | *Have you established ongoing processes and communication to ensure alignment with regard to the objectives and extent of the task?* |
| **Competence to Act** | Have you checked that you have the skills, tools and resources required to complete the task? | *Are there issues in any competence areas which may, currently or in the future, jeopardise your ability to successfully complete the task? What action is required?* |
| **Statutory Requirements and Public Interest** | Have you identified and responded to relevant statutory requirements? Have you considered and responded to issues of public interest? | *Check applicable local, regional, and national regulations, industry standards and other relevant statutory regulations. Consider issues of public interest, <u>including</u> issues of direct relevance to your employer and/or client.* |
| **Risk Management** | Are you identifying and managing risks which may prevent the proper performance of the task? | *What action can you take (pro-actively and reactively) so as to assess, prevent or mitigate the impact of risk issues on the successful execution of your task?* |
| **Engineering Innovation** | Are you considering innovative ways of undertaking your task? | *Innovative solutions may provide apparent benefit to the execution of the task, however the implications of innovation (for example with regard to risk) need to be considered before adopting such solutions.* |
| **Engineering Task Management** | Are you applying the appropriate processes and procedures established within your organisation and/or project? | *Application of existing <u>appropriate</u> processes and procedures may be required by your employer and/or client and can be expected to improve efficiency of execution of tasks.* |
| **Contractual Framework** | Are you considering implications of the contract under which the work is being done? | *How does the contract support, or restrict, application of the Protocol to your task? What are the implications? (Additionally, what are the commercial drivers associated with successful completion of the task? How does this impact on your input?)* |

**PPIR**

# How and when should I use the Performance Protocol?

The application of the *Performance Protocol* is fully scalable, from a small task by a single engineer to a complex project. It might involve a three-day workshop for a team of engineers – or a five-minute check of issues during your shower or commute. The following table lists only <u>some</u> of the areas in which the *Performance Protocol* may be applied.

| Organisation / Team Leader | Individual Engineer |
|---|---|
| **Project Planning and Kick-off** – inclusion in agenda | **Task Delegation** – to ensure alignment of understanding |
| **Task Delegation** – to ensure alignment of understanding | **Task Planning** – to identify and address key issues |
| **Progress Meetings** – to focus on key performance issues | **Task Progress** – to track issues and allocate priorities |
| **Company and Project Procedures** – to include Performance | **Problem Solving** – to help identify causes and solutions |
| **Position and Job Descriptions** – to include Performance | **Daily Planning** – checklist for priority setting |
| **Performance Reviews** – for teams and individuals | **Personal Review** – of professional performance |