

Emerging Performance Management Frameworks and Metrics

Supporting Decision-Making and
Driving Continuous Improvement
for Local Governments



About Dillon



Platinum member

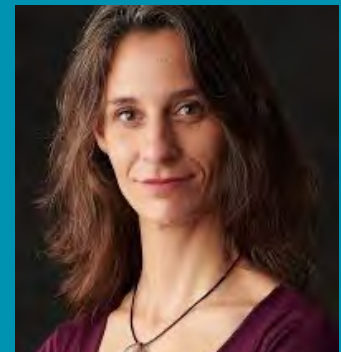


Circular Economy & Waste Advisory Services

- Zero Waste Plans
- Material Flow Analyses
- Waste Reduction and Diversion Strategies
- Solid Waste Management Plans
- Feasibility Studies
- Waste Composition Studies
- Technology and Policy Evaluations
- Material Disposal Strategies
- Due diligence for solid waste services acquisitions and investments



Jeannie Bertrand
Solid Waste Lead



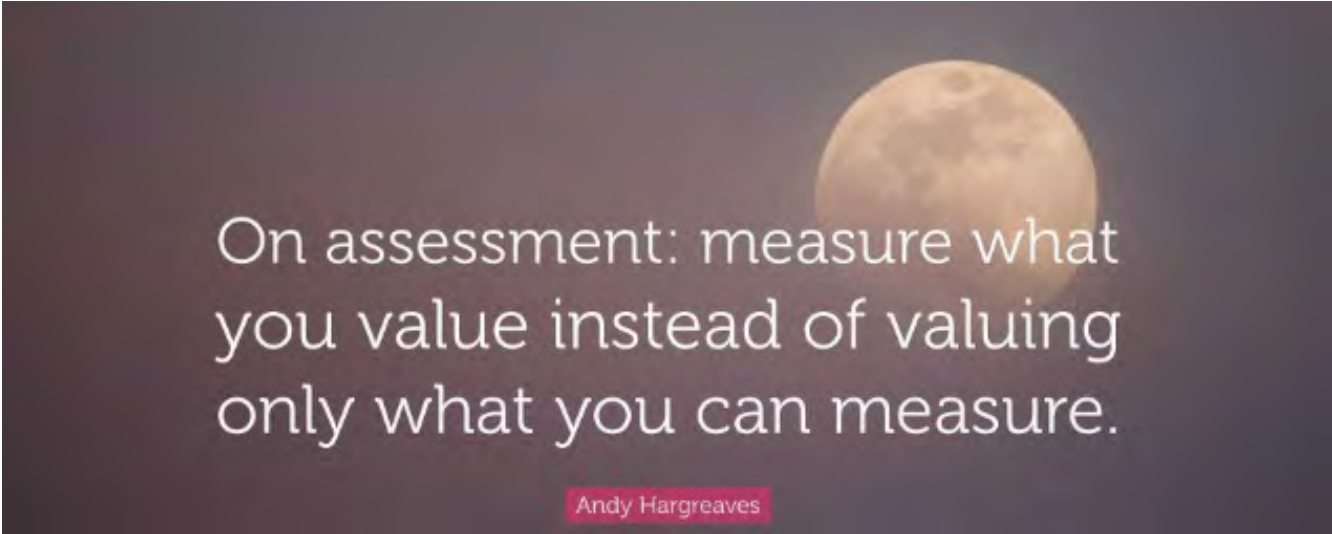
Tessa Vlaanderen
Circular Economy Lead

Why do metrics matter?

"Measurement is the first step that leads to control and eventually to improvement." – *H. James Harrington*

"If you can't measure it, you can't improve it." – *Peter Drucker*

"The goal is to turn data into information, and information into insight." – *Carly Fiorina*



On assessment: measure what you value instead of valuing only what you can measure.

Andy Hargreaves

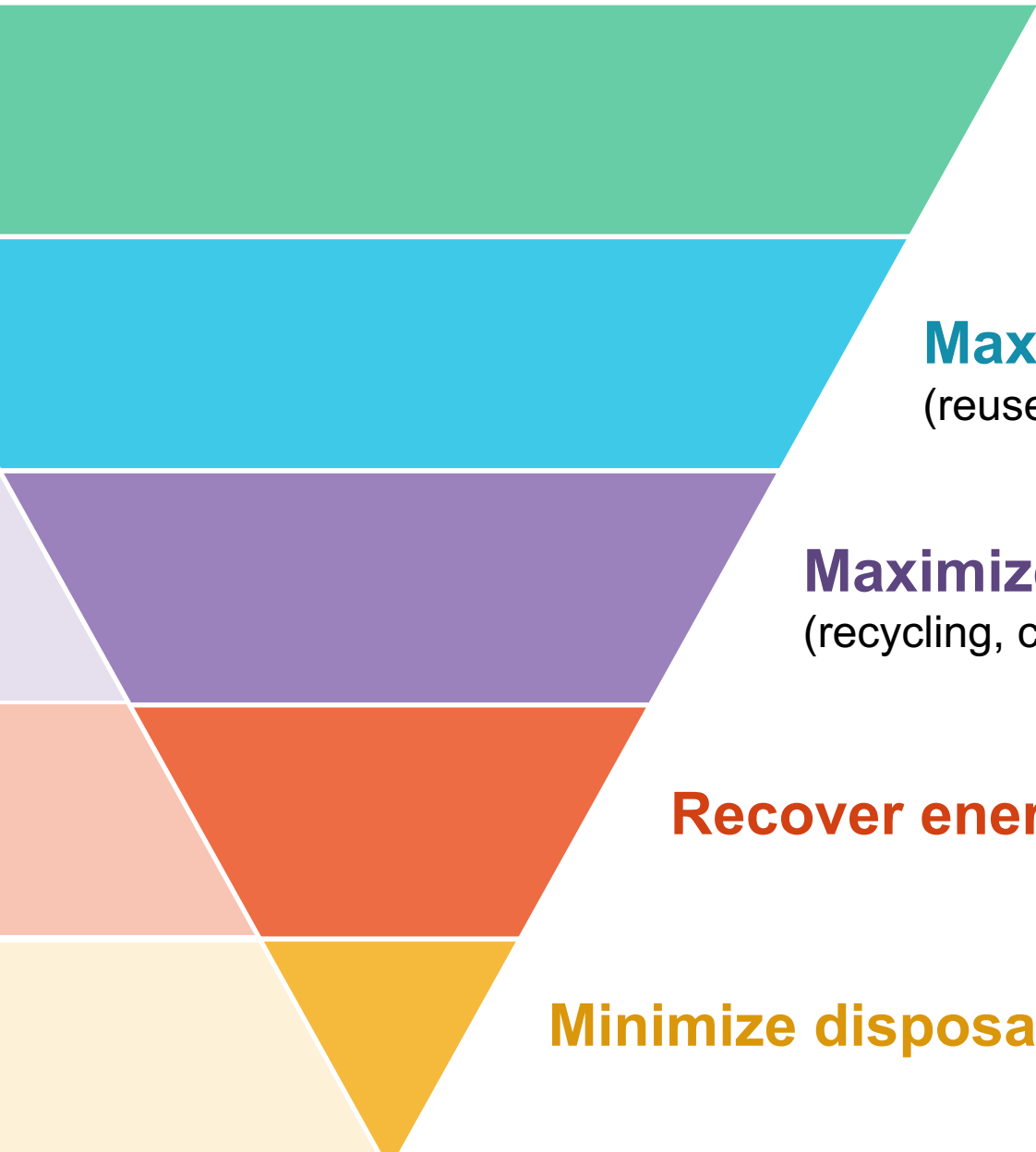
"Don't measure yourself by what you have accomplished, but by what you should have accomplished with your ability." – *John Wooden*

"It is much easier to make measurements than to know exactly what you are measuring." – *J. W. N. Sullivan*

"The value of a measurement lies in its meaning, not its magnitude."

"You can't manage what you can't measure." – *W. Edwards Deming*

Up the waste hierarchy



Prevent waste

(refuse, rethink, reduce)

Maximize product retention

(reuse, repair, refurbishing, remanufacturing, repurposing)

Maximize material retention

(recycling, composting, anaerobic digestion)

Recover energy

Minimize disposal

Data-Driven Decision-Making and Results-Based Accountability

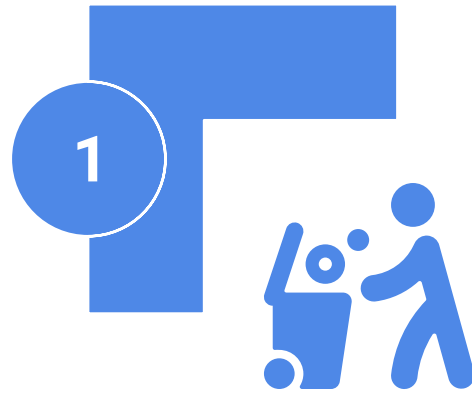


Growing Number of Waste Actors

Waste Management Responsibility Distribution

Local Government

Local Government manages waste centrally with moderate responsibility.



Producer Responsibility Organizations

Producer Responsibility Organizations actively manage waste with high responsibility.



Waste Reduction Partners

Charities contribute to waste reduction with minimal management.

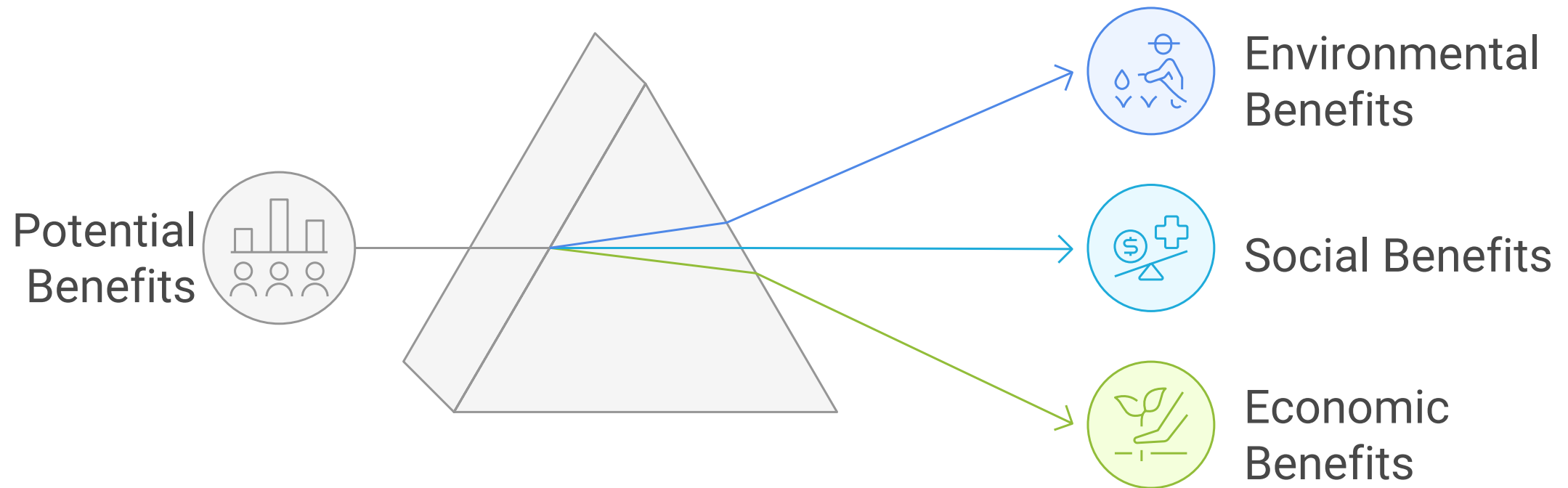


IC&I Sector

IC&I Sector is increasingly responsible for its waste management.



Opportunities...



Into the Woods?

Measurement Needs

Accountability

- Strategic outcomes
- Comparability
- Implementation progress

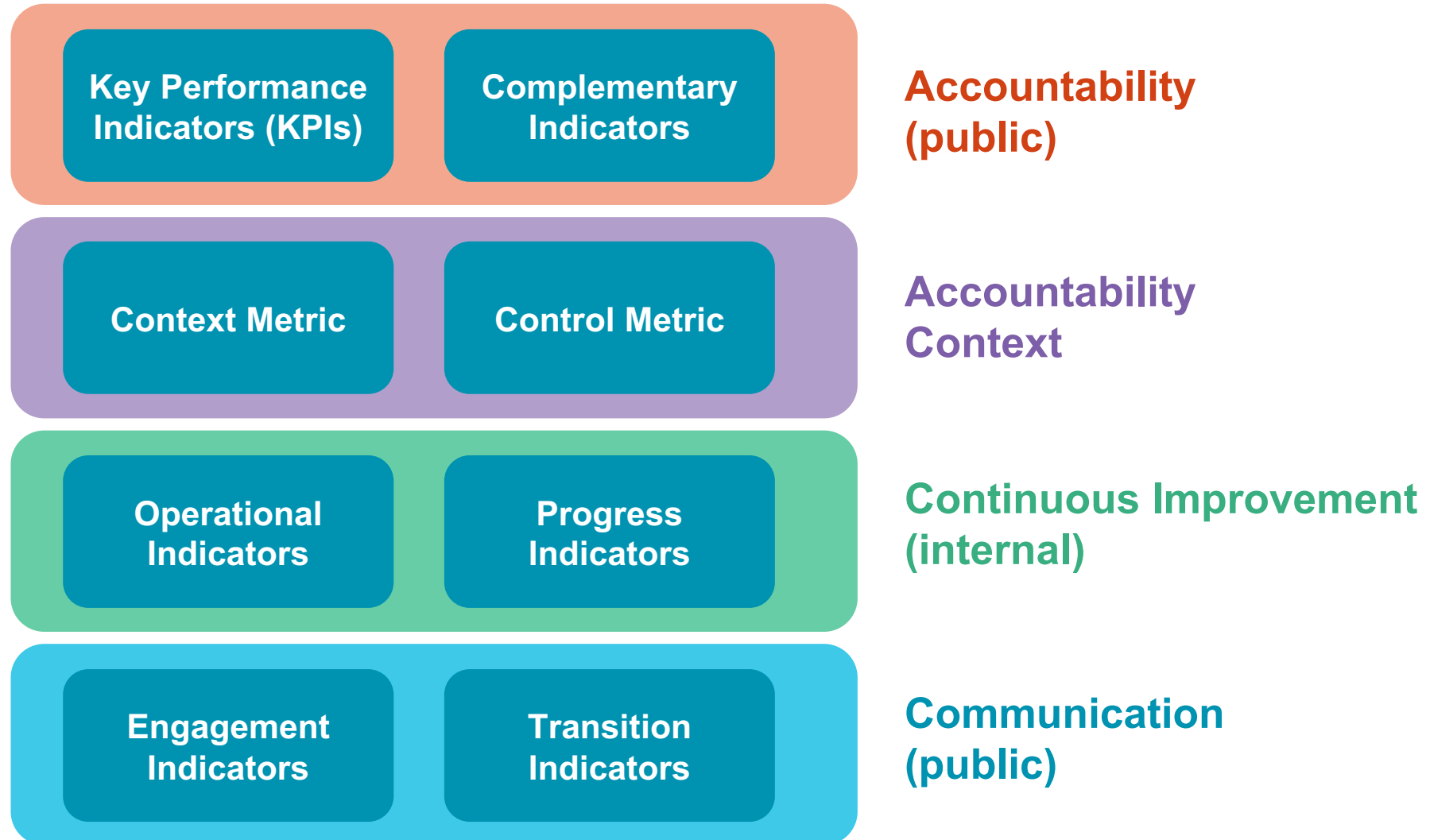
Continuous Improvement

- Maintaining operational performance
- Learning and improving

Communication

- Demonstrating community impact

Measuring... what?



Opportunities for Advancement

Customized Frameworks

Standardized Metrics

Performance Management System

Examples of New Indicators

New Primary Metric:

- Scope 1 and 2 (direct) emissions

New secondary metrics:

- Greenhouse gas emissions avoided
- Beneficiary costs saved
- Job creation enabled
- Revenue generation enabled
- Participation data

Examples of New Indicators

New Primary Metric:

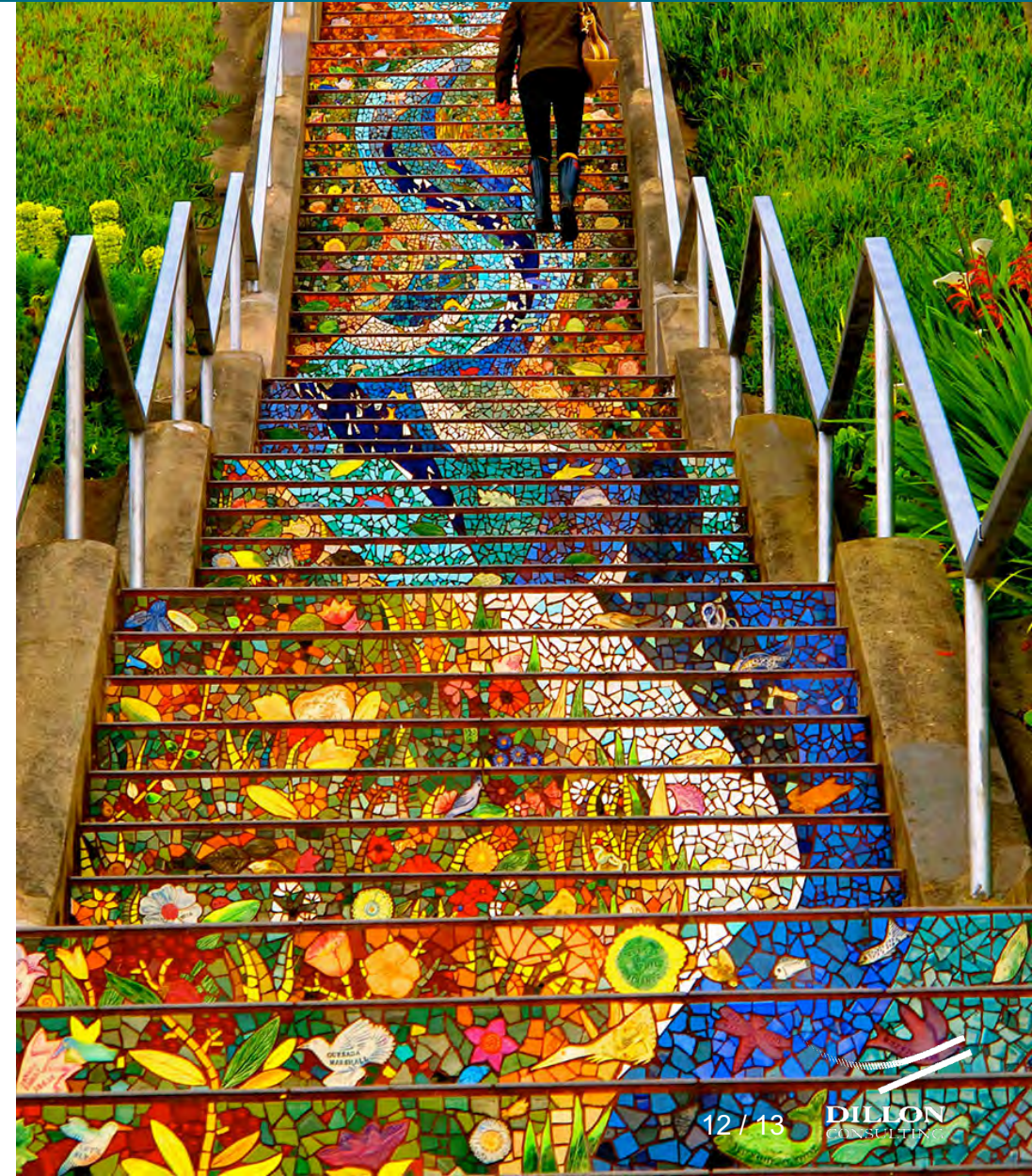
- Avoided waste to landfill

Examples of New secondary metrics:

- Value of goods returned to economy
- Job creation enabled
- CO2 avoidance
- Impact on biodiversity

First Step...

What matters to you?



The logo graphic consists of a series of white diagonal lines forming a curved shape, resembling a stylized 'D' or a swoosh, positioned above the company name.

DILLON CONSULTING

CONTACT:

Jeannie Bertrand

jbertrand@dillon.ca