

## Appendix 1D - Effectiveness V Efficiency

# Effectiveness v efficiency

## Effectiveness

Arising from outcomes that enable the organisation to create better results now or increase the likelihood of future effectiveness in a fast moving context by improving adaptability

### Benefits



Higher standards  
Improved satisfaction  
Reduced waste  
Improved ability to respond to changing environment  
Quicker delivery of new services  
Workforce open to change

## Efficiency

Arising from outcome that enable the organisation to create results with fewer resources

### Benefits



Cost reduction  
Cost avoidance  
Reduced working capital  
Doing more for the same or the same for less  
Processing more applications with same people

