

THE NEW/PUBLIC SECTOR

APPRAISAL TOOLS

There are a myriad of tools and techniques you can use to help you identify your best course of action. Here are some examples of things you may want to look at to consider where your service is and what you can do to changes it:

- Never do I endorse or push any books but merely suggest you could do a lot worse than obtaining a copy of a book called Key Management Models which (as the cover describes) provides “60+ models every manager needs to know” – not quite a one-book MBA but very useful nonetheless – find more information at https://books.google.co.uk/books/about/Key_Management_Models.html?id=Ck2HhbOddzkC&redir_esc=y
- You are bound to have come across the simple SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis, a useful basic tool for flushing out all issues. Try the following links:
 - Good old Wikipedia : https://en.wikipedia.org/wiki/SWOT_analysis
 - A snappy and focused summary of “how to do a SWOT” provided by the Business Daily News at <http://www.businessnewsdaily.com/4245-swot-analysis.html>
 - A basic downloadable SWOT template is provided at http://www.businessballs.com/free_SWOT_analysis_template.pdf
 - And why not try typing “SWOT analysis template” into any search engine and you will come up with literally thousands of free and paid for downloadable – take your choice
- You may also have come across a framework using the ‘PESTELO’ headings which is much used by UK Police Services. It is another good basic tool for populating your analysis by considering the issues at stake: Political, Economic, Social, Technological, Environmental, Legal, and Organisational.
- The Key Management Models book referred to above provides great outlines about other options appraisal formats you can use such as Porter’s five forces, Road-mapping, and Value-based management techniques.