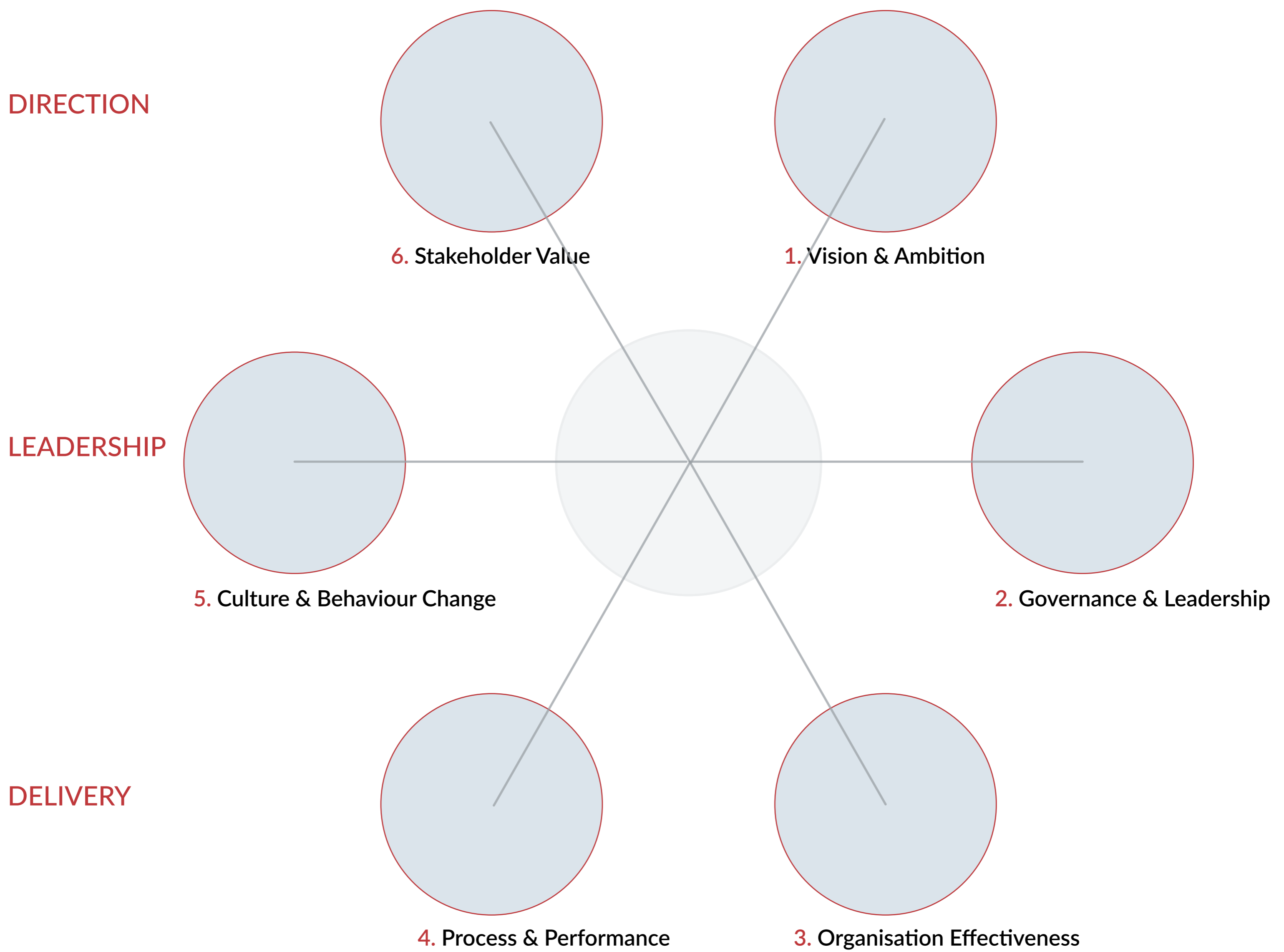


The Six Levers of Organisational Performance

A diagnostic framework for understanding organisational effectiveness



Reflect on each lever using the questions below to understand how well your organisation is aligned, led and delivering.

DIRECTION

Vision & Ambition

Is our ambition clear, shared, and translated into actionable priorities?
Do we have alignment on what “good” looks like in the next 12–36 months?
Are we making deliberate choices about where to focus – and where not to?

Customer & Stakeholder Value

Do we understand what our customers truly value?
Are we delivering that value consistently and competitively?
Are we learning from customer feedback and adapting quickly

LEADERSHIP

Governance & Leadership Team Effectiveness

Are decisions timely, high-quality, and collectively owned?
Do we have the right forums, cadence, and leadership behaviours?
Is accountability clear and consistently upheld?

Culture & Behaviours

Do our behaviours reinforce our ambition and values?
Are leadership behaviours consistent, constructive, and aligned?
Do we have the psychological safety and challenge needed for high performance?

DELIVERY

Organisation Effectiveness

Is our structure aligned with our strategy and priorities?
Are roles, responsibilities, and interfaces clear and effective?
Do we have the right people in the right roles at the right level?

Processes & Performance

Are our core processes designed for speed, quality, and consistency?
Do teams collaborate effectively across boundaries?
Are we continuously improving how we work?

The six levers sit across Direction, Leadership and Delivery, and the layers influence one another. Choices about ambition guide how leaders set priorities; leadership behaviour affects how the organisation works; and delivery realities often reveal where direction needs to be refined. The value comes from seeing how strengths and tensions across the layers interact – and where focused attention will have the greatest impact.

Swynford Advisory works with senior leaders to clarify ambition, strengthen leadership practice and improve how their organisations deliver.

If you'd like to explore what this means for your organisation, we'd be glad to discuss it.