



NSWERA Governance Manual

SMC Position Description - Document No. 7.4.6

Position Title

Feedback

Position Purpose

Ensure the majority view and needs of the basic NSWERA membership are factored into management and organiser decisions by developing and managing appropriate feedback systems.

Principle Accountabilities & Performance Indicators.

Membership to Management Group

Develop and manage a feedback system that routinely gauges the memberships position on topical subjects and could be used by the SMC for an indication in pressing issues.

KPI – System to be developed.

Membership to Ride Organisers

Develop and manage a feedback system from riders to ride organizers that ensures the continuous improvement of the quality of NSWERA rides.

KPI - Ride survey system developed and under trial.

Ride Organisers to Management.

Develop and manage a feedback system from ride organisers to SMC that ensures the continuous improvement of management processes and decisions.

KPI – Ride organiser’s forum developed and under trial.

Note This is a portfolio under development. As particular strategies are developed, tested, and confirmed their details and outcome KPI’s will be written into this PD.