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- **1** მიღებულია და დაშვებულია სამოქმედოდ: სსიპ-საქართველოს სტანდარტებისა და მეტროლოგიის ეროვნული სააგენტოს გენერალური დირექტორის 24/11/2021 წლის № 69 განკარგულებით
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Foreword

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Introduction

In an increasingly competitive and resource-sensitive market, the impact of critical positions on organizational performance differentiation is significant. This has created a growing awareness that organizational focus needs to shift *from* efficiency and effectiveness *to* impact measures that can provide insights to support timely, informed and consistent strategic decision-making that contributes to maximizing organizational value.

To have impact, measures should focus on those components that make a strategic difference to organizational outcomes: the quality of appointment decisions and, in particular, appointments to critical positions and the performance of the people in those positions, which is identified here as the impact of hire.

Impact measurement refers to the critical positions' contribution to the success of the organization during a defined period.

A critical position is a role that has a direct and significant impact on organizational outcomes and competitive advantage.

Impact of hire, therefore, only pertains to those positions that are most critical to the organization's strategy. This document provides an approach to measuring the impact of a critical position's contribution to maximizing value for the organization.

The focus of this document is on critical positions, the performance of individuals who hold critical positions, and the identification of metrics that can be used to evaluate their impact, respectively and collectively on organizational value.