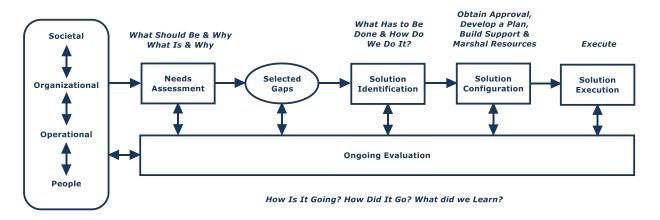# Tools for Knowledge Workers

## Performance Engineering

Performance, whether of individuals, teams, processes or the organization itself, doesn't just happen; it has to be made to happen – it has to be engineered. To do this, you need a model, a framework, a way of thinking about performance, regardless of its kind or level. Shown below is just such a framework, a framework for thinking about engineering performance.



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The framework depicted above is reasonably self-explanatory; however, for more about the matter of performance engineering, see a paper titled "Toward a Performance Engineering Capability" in the Training & Human Performance section of this web site. For a direct link to the paper, click Here.