We help people and organizations make a difference.
To their co-workers and clients | Their communities | Their world.

By providing tools and strategies for effective and universal improvement, we are helping members create bigger impact, make greater contributions, and, ultimately, make our world a better place to be.

Our Mission. ISPI and its members use evidence-based performance improvement research and practices to effect sustainable, measurable results and add value to stakeholders in the private, public, and social sectors.

Our Vision. Performance improvement practices are recognized globally as an essential part of every organization’s competitive strategy.

Our Value. We have developed a tried and true method of solving problems using scientific research guided by well-known practitioners of Human Performance Technology.

There are 10 standards that ISPI members follow in this practice. The first four standards are sometimes called principles because they are fundamental to every standard. Some aspect of each of these standards will be found in every phase of a project. The first four standards are sometimes known as RSVP:

Standard 1: Focus on Results or Outcomes
Standard 2: Take a Systemic View
Standard 3: Add Value
Standard 4: Work in Partnership with Clients and Stakeholders

ISPI members follow a systematic process represented by the remaining standards:
Standard 5: Determine Need or Opportunity
Standard 6: Determine Cause
Standard 7: Design Solutions including Implementation and Evaluation
Standard 8: Ensure Solutions’ Conformity and Feasibility
Standard 9: Implement Solutions
Standard 10: Evaluate Results and Impact

We follow this methodology so that our clients:

• Make informed decisions and set priorities about what actions to take.
• Develop appropriate combination of solutions that collectively will reduce or eliminate the gap between the current and desired performances.
• Make the appropriate resource commitments for the next steps.
• Commit to what is required to sustain the expected improvements.
• Accept responsibility for the success of the change.
• Communicate progress to stakeholders.
• Recognize what else needs to be done to sustain the results.
• Support the changes necessary to sustain results.
• And, ultimately, reap the benefits of the project’s success.

Put ISPI and its members to work for your organization.