



What is the difference between Efficiency and Effectiveness?

Task - Below are some descriptive words and phrases that are associated with a well performing procurement function. Working in pairs decide which 4 phrases are most associated with the meaning of Efficiency and which 4 phrases are most associated most the meaning of Effectiveness.

- Customer satisfaction
- Achievement of higher levels aims /goals/objectives
- No Waste
- Quality
- Value for Money
- Max Benefit for Minimum Cost
- Quickly
- End Result

Effectiveness:



Efficiency:



