



INTERNATIONAL  
CONSULTANTS TO BUSINESS



“... providing unique training courses designed BY Managers for Managers.”

## Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

### Measuring Performance

#### 1.0 Introduction

#### 2.0 Defining Performance Measurement

- 2.1 The value chain
- 2.2 Why benchmark
- 2.3 Who will use benchmarking?

#### 3.0 Types of performance to measure

- 3.1 Business results
- 3.2 Operations performance
- 3.3 Staff appraisal

#### 4.0 Performance measuring techniques

- 4.1 Data bases
- 4.2 Reports

#### 5.0 Performance measures as a management tool

- 5.1 Focus for management
- 5.2 The management tool

#### 6.0 Interpreting results

- 6.1 Raw data

#### 7.0 Statistics that do not reveal the facts

#### 8.0 Sourcing of benchmarking information

#### 9.0 Understanding best practices

- 9.1 Development of the idea
- 9.2 What is best practice?
- 9.3 The stimulus to best practices
- 9.4 Nine elements for assessing best practices

#### 10.0 Summary

## Purpose:

To enable managers to apply effective performance measuring techniques to analyse the health of an organisation.

## Aims:

To gain an appreciation of the significance of performance measurement in a highly competitive environment.

## Objectives:

*As an outcome of completing this topic you will be able to:*

- Define performance and what to measure.
- To identify the types of performance we need to measure.
- To identify performance measuring techniques.
- To determine if the measurement is a true reflection of performance.
- To develop performance measures as an acceptable management tool.

## Introduction

Measuring performance is a widely used tool in staff appraisals and the tracking of business results and its application in operations is increasing with the advent of Quality Accreditation (QA).

In most cases the process of measuring performance is ad-hoc focusing on discrete elements of the business with the results being generally evaluated against a management objectivity or

standard. This type of measurement has a limited impact as it is basically a subjective assessment and activity based.

Another problem with measurements which follow this pattern is that the motives for the particular measurements can be misinterpreted by staff. For example, where such measurements appear to highlight individual performance they are seen as time and motion type studies which tend to intimidate staff.

While efficiency and productivity are particularly important areas for monitoring performance the approach taken along with the techniques used are equally significant to ensure that staff are fully supportive and co-operative in terms of obtaining the required information.

Therefore the goals and objectives for measuring performance need to be very clearly defined without any ambiguity.

Good performance measurement strategies will embrace benchmarking and thus create more meaningful outcomes. Outcomes based on benchmarking can have a powerful influence on an organisation, which may otherwise be somewhat complacent with respect to results purely based on some established internal standards.

**Including Online Tutoring, Mentoring and Assessment.**

**Course report available to the employer, on request.**

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## Testimonials of Excellence

*"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."*

**Stephen W, OCE (Australia)**

*"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."*

**Lindsay W, Service Solutions P/L (Australia)**

*"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered."*

**Tom McD, Siemens Nixdorf (Australia)**

*"It enables the line manager to effectively converse with, and understand other departments in an organisation."*

**Martin B, Schindler Lifts (Australia)**

**YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.**

**Contact Garry Prigg for more information -**

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**Garry Prigg**  
FOUNDER AND CEO  
International  
Consultants to Business

*"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."*