Description: Operational Performance Management

Subject: MGT  
Cat-nbr: 8881  
Class: 62916  
Term: 1, 2007  
Mode: EXT  
Units: 1.00  
Campus: Toowoomba

Academic group: FOBUS  
Academic org: FOBUSN  
Student contribution band: 2  
ASCED code: 080307

STAFFING
Examiner: Glenda Adkins  
Moderator: Bruce Millett

OTHER REQUISITES
Students are required to have access to a personal computer, e-mail capabilities and Internet access to USQConnect. Current details of computer requirements can be found at http://www.usq.edu.au/handbook/current/busgeninfo.html

RATIONALE
All contemporary organisations are faced with pressures to perform effectively, efficiently and consistently, whether they are public sector or private sector organisations. Professionals seeking or occupying managerial positions require an understanding of the operational performance management process and the performance measures that provide essential guidance for organisational learning at the operational level. There is also a need for understanding of evaluative techniques that facilitate sound decision-making at all levels of operation. This course would benefit professionals in all areas of business, such as law enforcement, health administration, service providers, etc.

SYNOPSIS
This course provides an understanding of the requirements of operational performance management and the systems that support such managerial action. In particular, it is focused on providing an appreciation of the important concepts and issues in performance management. It provides an understanding of performance management measures and how these measures relate to individual operational units. Measurement issues are addressed using economic principles and various analytical techniques.
OBJECTIVES

The course objectives define the student learning outcomes for a course. The assessment item/s that may be used to assess student achievement of an objective is/are shown in parentheses after each objective. On successful completion of this course, students should be able to:

1. develop a critical appreciation of operational performance concepts, systems and issues (Assignment 1, Assignment 2)
2. identify a range of performance measures that are relevant to their workplace (Assignment 1, Assignment 2)
3. articulate how such performance measures relate to their area of expertise (Assignment 1, Assignment 2)
4. demonstrate how a range of tools and techniques of evaluation can support an operational performance management system (Assignment 1, Assignment 2).

TOPICS

<table>
<thead>
<tr>
<th>Description</th>
<th>Weighting (%)</th>
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<tbody>
<tr>
<td>1. The nature of operational performance management</td>
<td>10.00</td>
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<tr>
<td>2. Evaluating organisational performance</td>
<td>30.00</td>
</tr>
<tr>
<td>3. Evaluating individual performance</td>
<td>10.00</td>
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<tr>
<td>4. Presenting performance information</td>
<td>10.00</td>
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<tr>
<td>5. Evaluating program performance</td>
<td>40.00</td>
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TEXT and MATERIALS required to be PURCHASED or ACCESSED

ALL textbooks and materials are available for purchase from USQ BOOKSHOP (unless otherwise stated). Orders may be placed via secure internet, free fax 1800642453, phone 07 46312742 (within Australia), or mail. Overseas students should fax +61 7 46311743, or phone +61 7 46312742. For costs, further details, and internet ordering, use the 'Textbook Search' facility at http://bookshop.usq.edu.au click 'Semester', then enter your 'Course Code' (no spaces).

There is no prescribed textbook required for this course. Study materials will be provided to cover all topics in the course.

REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.


**STUDENT WORKLOAD REQUIREMENTS**

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>HOURS</th>
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<tbody>
<tr>
<td>Assignments</td>
<td>25.00</td>
</tr>
<tr>
<td>Directed Study</td>
<td>105.00</td>
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<tr>
<td>Private Study</td>
<td>35.00</td>
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**ASSESSMENT DETAILS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks out of</th>
<th>Wtg(%)</th>
<th>Due date</th>
</tr>
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<tbody>
<tr>
<td>ASSIGNMENT 1</td>
<td>30.00</td>
<td>30.00</td>
<td>13 Apr 2007</td>
</tr>
<tr>
<td>ASSIGNMENT 2</td>
<td>70.00</td>
<td>70.00</td>
<td>15 Jun 2007</td>
</tr>
</tbody>
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**IMPORTANT ASSESSMENT INFORMATION**

1. Attendance requirements:
   If you are an international student in Australia, you are advised to attend all classes at your campus. For all other students, there are no attendance requirements for this course. However, it is the students' responsibility to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration.

2. Requirements for students to complete each assessment item satisfactorily:
   To satisfactorily complete an individual assessment item a student must achieve at least 50% of the marks. (Depending upon the requirements in Statement 4 below, students may not have to satisfactorily complete each assessment item to receive a passing grade in this course.)

3. Penalties for late submission of required work:
   If students submit assignments after the due date without prior approval then a penalty of 20% of the total marks gained by the student for the assignment may apply for each working day late.

4. Requirements for student to be awarded a passing grade in the course:
   To be assured of receiving a passing grade a student must submit all of the assessment items and achieve at least 50% of the total weighted marks available for the course.

5. Method used to combine assessment results to attain final grade:
   The final grades for students will be assigned on the basis of the aggregate of the weighted marks obtained for each of the summative assessment items in the course.

6. Examination information:
   There is no examination in this course.

7. Examination period when Deferred/Supplementary examinations will be held:
   Not applicable.

8. University Regulations:
Students should read USQ Regulations 5.1 Definitions, 5.6 Assessment, and 5.10 Academic Misconduct for further information and to avoid actions which might contravene University Regulations. These regulations can be found at the URL: http://www.usq.edu.au/corporateservices/calendar/part5.htm. Students should also read the Faculty of Business 'Guide to Policies and Procedures of the Faculty' which can be found at the URL: http://www.usq.edu.au/handbook/current/buspolproc.html.

ASSESSMENT NOTES

1 Assignments: (i) The due date for an assignment is the date by which a student must despatch the assignment to the USQ. The onus is on the student to provide proof of the despatch date, if requested by the examiner. (ii) Students must retain a copy of each item submitted for assessment. This must be produced within 24 hours if required by the examiner. (iii) In accordance with university policy, the examiner may grant an extension of the due date of an assignment in extenuating circumstances. (iv) The examiner will normally only accept assessments that have been written, typed or printed on paper-based media. (v) The examiner will not accept submission of assignments by facsimile. (vi) Students who do not have regular access to postal services or who are otherwise disadvantaged by these regulations may be given special consideration. They should contact the examiner to negotiate such special arrangements. (vii) In the event that a due date for an assignment falls on a local public holiday in their area, such as a show holiday, the due date for the assignment will be the next day. Students are to note on the assignment cover the date of the public holiday for the examiner’s convenience.

2 Course weightings: Course weightings of topics should not be interpreted as applying to the number of marks allocated to questions testing those topics in an assignment.

3 Deferred work: Students who, for medical, family/personal, or employment-related reasons, are unable to complete an assignment at the scheduled time may apply to defer an assessment in a course. Such a request must be accompanied by appropriate supporting documentation. A temporary grade of IDM (Incomplete Deferred Make-up) may be awarded.

OTHER REQUIREMENTS

1 Learning resources: Recommended reference materials (see above); printed Introductory Book and Book/s of Selected Readings; CD (compact disc); and course Website accessible via USQConnect.