

## Measuring Organizational Performance (MOP)

### COURSE NUMBER    FAA01254

For information about this course, contact:  
 FAA Program Manager: Shepherd Curl  
 (386) 446-7132

---

### DESCRIPTION AND LEARNING STRATEGY

*Measuring Organizational Performance* is intended for managers and staff personnel who are involved in the organizational and work unit performance measurement process. An intensive learner-centered skill-building course, *MOP* will guide participants through the identification of common terminology, drivers for instituting performance measurement, and organizational implications of implementing performance metrics to designing metrics, collecting data, and utilizing information for continuous improvement. Instructional methods include discussions, readings, written skill practices, and highly interactive exercises to simulate the challenges of the workplace.

### OBJECTIVES

- Explain how organizational performance measurement supports an agency's cost and performance management system.
- Examine the life cycle of the metrics development process to include design, data collection, compilation, analysis, usage, and standardization.

### RELATED COMPETENCIES

- |                                  |   |
|----------------------------------|---|
| • Accountability and Measurement | • Interpersonal Relations and Influence |
| • Business Acumen                | • Managing Organizational Performance   |
| • Communication                  | • Problem Solving                       |
| • Customer Focus                 | • Strategy Formulation                  |
| • Integrity and Honesty          | • Vision                                |

### CLASS SIZE

20 participants

**LENGTH**    4 days  
 (Monday, 8:00 a.m. –  
 Thursday, 4:00 p.m.)  
 31 hours

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is available as a fee-for-service delivery.

### WHO SHOULD ATTEND

Managers and staff personnel involved in the organizational and work unit performance measurement process

### ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Inquiry, Influence & Implications (FAA01249)  
 Strategic Planning (FAA01275)  
 Systems Thinking (FAA01277)