

## Measuring Organizational Performance Workshop (MOPW)

**COURSE NUMBER**    **FAA01269**

For information about this course, contact:  
 FAA Program Manager  
 (386) 446-7154

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### DESCRIPTION AND LEARNING STRATEGY

*Measuring Organizational Performance Workshop* is an intensive 3-day learner-centered course for work groups and teams writing performance goals and measures. This course is ideal for intact teams with planning experience wishing to develop organizational measures.

This customizable course teaches common terminology, drivers for instituting performance measurement, organizational implications of implementing performance measurements to designing the measure, collecting data, and using information for continuous improvement. Activities lead to the development of actual performance measures and will give participants a good start toward the development of their performance goals.

Instructional methods include discussion, readings, written skill practices, and highly interactive exercises to simulate the challenges of the workplace.

### OBJECTIVES

- Describe the characteristics of an effective measure.
- Identify barriers to effective measurement and solutions to address them.
- Explain the planning system incorporating the FAA Flight Plan and Business Plans.
- Describe how to design S.M.A.R.T. measures.
- Identify the differences between outcome and output measures.
- Write effective activity targets and core business measures.
- Evaluate activity targets and core business measures against selected criteria for effectiveness.

### KEY COMPETENCIES

- |                                       |                        |
|---------------------------------------|------------------------|
| • Business Acumen                     | • Problem Solving      |
| • Customer Focus                      | • Strategy Formulation |
| • Managing Organizational Performance | • Vision               |

### CLASS SIZE

20 participants

**LENGTH**    3 days  
 (Class times vary.)

### LOCATION

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

### UPCOMING DELIVERIES

This course is currently available only 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 (386) 446-7154.

### PREREQUISITE

None

### PRECOURSE

Approximately two weeks prior to class start, you will receive an email detailing precourse assignments.

### RELATED COURSES

Inquiry, Influence & Implications  
 (FAA01249)

Strategy Formulation and Implementation  
 (FAA01200015)

Systems Thinking  
 (FAA01277)