

# Short Course Module - AUCKLAND

BENCHMARKING, PERFORMANCE MEASUREMENT,  
CONTINUOUS IMPROVEMENT & MANAGING CHANGE

Thursday 29<sup>th</sup> & Friday 30<sup>th</sup> August 2013



The Academy of Constructing Excellence

**Includes  
Launch of  
CCG 2012  
NZ Industry  
Benchmark  
Scores**

<b>Key Factors</b>	<b>Details</b>
<b>Module Name</b>	<b>Benchmarking, Performance Measurement, Continuous Improvement &amp; Managing Change</b>
<b>Level</b>	Level 6 (NZQA Framework) (5 credits if assessed)
<b>Where</b>	NZIM, Level 4, Phillips Fox Tower, 209 Queen St, Auckland
<b>Brief Description of Module Content</b>	<p>Students will gain an understanding of how to develop performance measures (KPIs) for projects and businesses. They will learn how to implement them across the organisation.</p> <p>In addition, the course will look at how to specifically benchmark construction projects using the CCG NZ International KPIs, and how to implement them as an ongoing business tool.</p> <p>Students will be shown how to design a performance improvement system using concepts such as Kaizen, as a basis for a step by step approach to setting stretch targets and achieving them.</p> <p>The 'Managing Change' module helps students to understand the emotional journey that people travel during change, enhancing the chances for success of any improvement initiative.</p>
<b>Aims and Objectives</b>	Develop an understanding of the power and usage of performance measurement and benchmarking for both organisational and project improvement opportunities. Implement with a confident understanding of people and their reactions to change.

<b>Learning Outcomes</b>	<p>On completion of the module, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Demonstrate an understanding of performance measurement as an improvement tool</li> <li>• Be able to design performance measures</li> <li>• Be able to design and implement a performance measurement system</li> <li>• Demonstrate understanding of the linkage of organisation performance measures to organisation strategy</li> <li>• Be able to lead the design and implementation of a performance improvement action group</li> </ul>
<b>Lecturers</b>	<p><b>Amanda Warren, Constructing Excellence NZ.</b> Amanda is a leading expert in benchmarking and performance measurement and was instrumental in developing the NZ international KPIs.</p> <p><b>Saranya Tarrant, Constructing Excellence NZ.</b> Saranya is an experienced trainer in leadership and team building and a recognised leader in change management.</p>
<b>Guest Speaker</b>	<p><b>Jennie Watkins – National Best Practice Manager, Naylor Love</b> Naylor Love has been using the Construction Industry International KPIs for several years and has reported significant improvements including citing up to \$50k per project increased profit. Jennie is responsible for the running of the Best Practice Programme and has a deep experience implementing and operating a culture of performance improvement.</p>
<b>Time Req.</b>	2 days
<b>Dates</b>	29 <sup>th</sup> & 30 <sup>th</sup> August 2013 - 9.00am to 4.30pm (Day1) and 9.00am to 3.30pm (Day2). Lunch and refreshments both days
<b>Investment</b>	\$1250 plus GST (2 for 1 for CCG members and ACE Alumni)

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<b>Name (s)</b>	1. 2.
<b>Role (s)</b>	1. 2.
<b>Company</b>	
<b>Tel:</b>	
<b>Email:</b>	
<b>Address for Invoice</b>	
<b>Signature &amp; Date</b>	

Please register with:

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\*Payment is required at least 48 hours before the event. Cancellation is accepted with full refund up to 48 hours before the event. Within 48 hours of the event will result in a credit for a future course.