

# Short Course Module - AUCKLAND

## Performance Measurement, Continuous Improvement & Managing Change

Thursday 27<sup>th</sup> & Friday 28<sup>th</sup> September 2012



# The Academy of Constructing Excellence

Key Factors	Details
<b>Module Name</b>	<b>Performance Measurement and Continuous Improvement including Managing Change</b>
<b>Level</b>	Level 6 ( <b>NZQA Framework</b> ) <b>(5 credits if assessed)</b>
<b>Where</b>	NZIM, Level 4, Phillips Fox Tower, Queen St, Auckland
<b>Brief Description of Module Content</b>	<p>Candidates will gain an understanding of how performance measures are developed and implemented across the organisation and specifically for construction projects using the NZ National KPIs.</p> <p>Candidates will also be shown how to design an improvement system using performance measures as a basis and a step-by-step approach to creatively solving challenges.</p>
<b>Aims and Objectives</b>	The aim of this module is to develop an understanding of the power and usage of performance measurement for both organisational and project improvement opportunities.
<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>• design performance measures,</li> <li>• 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>	<b>Amanda Warren, Constructing Excellence NZ.</b> Amanda is a leading expert in performance measurement and was instrumental in developing the National KPIs
<b>Guest Speaker</b>	<b>Joe Hollander, past Chair CCG, past Massey University Director, Strategic Facilities Management.</b> Joe has a long history of using performance measurement in his various roles to great effect. In particular, Joe used performance measurement as part of his move towards ECI with Massey University to deliver his projects on time and budget and to a high level of satisfaction.
<b>Time Req.</b>	1.5 days
<b>Dates</b>	<b>Thursday 27<sup>th</sup> &amp; Friday 28<sup>th</sup> September 2012</b> DAY 1: 9.00am to 4.30pm      DAY 2: 9.00am to 12pm *Lunch & refreshments both days
<b>Investment</b>	<b>\$799 + GST – 2 for 1 for CCG members and ACE Alumni</b>



*“The course facilitators’ passion towards the industry and their desire to help improve it is contagious”.*

*“The level of knowledge that is brought to the table is unique. The overseas experience in the pending changes for our industry is invaluable”.*

*John Tovey, Construction Manager, Anthony Leighs Construction, Canterbury*

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

Please email or post to:

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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. Payment by credit card is accepted.