COURSE SYLLABUS

Using Metrics to Assess Performance Course

Learn to use metrics to evaluate program performance, identify shortcomings, and recommend improvements for efficiency and cost savings.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/using-metrics-to-assess-performance



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Course Outline

Module 1: Assessing Performance: The Basics

- Understand the necessity for measurement in assessing operations and program performance.
- Describe two basic approaches for assessing performance with measures.
- Cite four things we must know and agree on if we are to use measures in assessing performance.
- Explain the role of inputs, processes, and outputs in achieving a program's purpose.
- Discuss terms frequently used in describing organizational and program performance.
- Define ten aspects of performance that auditors commonly find relevant in assessing performance.
- Identify cost savings or cost avoidance to be achieved by improving performance of quality, timeliness, economy, and efficiency.

Module 2: Measuring Performance

- Explain the difference between quantitative and qualitative data.
- Cite the three basic methods for measuring performance.
- Prepare measures for qualitative data by one method, rating using a scale.
- Cite the steps in preparing performance measures for quantity, quality, timeliness, and efficiency.
- Cite the attributes that outputs must meet in preparing measures for quantity, quality, timeliness, and efficiency.

Module 3: Unique Finding Components

- Describe the unique finding components that apply in developing findings for audits that use metrics to assess performance.
- Cite the potential sources of audit criteria.

Module 4: Planning Audits That Use Metrics

- Apply a step-by-step process to plan audits that use metrics to assess the adequacy of performance in producing and delivering outputs.
- Apply a design matrix to document the audit plan.

Module 5: Auditing Timeliness

Learn techniques to assess the timeliness of processes and outputs in audits.

Module 6: Auditing Quality

Understand methods for assessing the quality of outputs in audits.

Module 7: Auditing Economy for Cost Savings

Learn how to assess economic performance and identify cost-saving opportunities in audits.

Module 8: Auditing Efficiency for Cost Savings

Explore how to measure efficiency in audits to identify potential cost savings.