FACULTY MEMBER: Leave Blank
TERM: Leave Blank
COURSE TITLE: Performance Management – Metrics, Measurement, and Control
COURSE NUMBER: MGT 7500
OFFICE HOURS/METHOD OF CONTACT: Leave Blank

Technical Requirements that may be required to utilize technology in this course:
- A headset or microphone.
- A webcam.

RATIONALE:
Use description from WU website: Course Descriptions

COURSE DESCRIPTION:
This course provides a broad survey of control procession in organizations through an emphasis on financial reports and accounting processes, human performance measurement and the use of metrics for enabling high performance, and accountability. From this study, an appreciation is developed for how an organization can establish performance management processes that enable, sustain, and improve organization performance.

MAJOR INSTRUCTIONAL GOALS:
Upon successful completion of the course, the student will be able to:

1. Understand how modern methods have been developed in order to attack complex decisions for the private and public sectors.

2. Better appreciate the breadth of activities and applications of decision strategy theory and practice.

3. Better understand when various methods can be applied, with emphasis on problem structure.

4. Better recognize when more information is needed and know how to assess the value of gathering more and better information.

5. Better demonstrate the ability to apply basic concepts and principles to a broad range of particular domains, including general business, engineering design, finance,
and non-profit activities.

6. Develop and demonstrate communications and leadership skills, especially in the area of group decision-making.

7. Be more familiar with the current literature and with current directions in research and practice for the decision sciences – including work being done in universities, for-profit and not-for-profit organizations, state and federal government, and the military.

8. Become familiar with a number of critical measurements and metrics that can be used to evaluate supply chains and general business applications.

PROGRAM COMPETENCIES: (Intended student learning outcomes)

- Develop an understanding of contemporary leadership and management models and theories.
- Develop an understanding and the ability to apply change frameworks and models.
- Articulate personal values and goals as guideposts to personal behavior.

WILMINGTON UNIVERSITY GRADUATION COMPETENCIES: (Broad based goals)

Oral Communication
- Speak with confidence, clarity, and conciseness.
- Research, prepare, and deliver professional presentations.

Written Communication
- Write clearly, concisely and appropriately using correct English grammar, punctuation, usage, mechanics, sentence structure, and vocabulary.
- Use appropriate APA format for scholarly writing.

Disciplined Inquiry
- Use quantitative, qualitative, and scientific reasoning to solve problems.
- Exercise critical thinking strategies including reasoning, problem solving, analysis and evaluation.
- Define a problem or issue and develop questions and methods to address the problem or issue and/or create new knowledge.

Information Literacy
- Access and use information effectively, efficiently, and appropriately.
- Evaluate the quality of sources and content.
- Use technology to effectively locate and communicate information.

Ethics
Demonstrate knowledge and application of prescribed ethical codes and/or behaviors promoted by professions.

METHODOLOGY:
A. Teaching Methods: Describe what methods will be used to convey information to students.
B. Evaluation Procedures: Describe specifically how course objectives/outcomes will be evaluated (e.g. essays, projects, discussions, quizzes/exams, etc.)
C. Major Assignments used for Outcomes Assessments: Describe any Outcomes Assessments mandated in the course. For example, Peregrine testing. Any OA assessments required should be supplied by the Chair. This is a mandatory assessment used in all sections of all courses.

COURSE SCHEDULE AND CHECKLIST:
Provide a list of assignments by week, point values, and due dates (e.g. Sunday of Week 1). For online sections, Your instructional designer can help you build this table from the Grade Center in Blackboard.