Wisconsin CPM Program

Organizational Performance Measurement

Core Competency Addressed in this Class:

Managing Work
Apply performance management and evaluation practices in your organization to ensure that results of work are monitored and measured for desired outcomes.

Class Duration: One Day

Objective

This class provides public managers with the ability to evaluate the performance of public agencies, and to recognize the most efficient ways of achieving success at every level of management.

Desired Learning Outcomes

By the end of this class, participants will be able to:

1. Describe the purposes for evaluating the performance of an organization.
2. Identify and describe principles and practices associated with evaluating the performance of public agencies and work units.
3. Discuss practical problems associated with efforts to evaluate the performance of public agencies and work units.

Instructor:

Guion (Guy) VanRensselaer is the Process Improvement Specialist for the City of Madison, Wisconsin. He provides support for the City’s continuous improvement, performance measurement and project management efforts. He has been an instructor for the University of Wisconsin’s Certified Public Manager program for over 20 years, and also provides consulting services to public and not-for-profit organizations statewide.