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Speaker: Gerald Taylor, TPMG –

Bio - [click here](#)

Meeting Agenda

6:00 – 6:30 Networking & Social Hour
6:30 – 7:30 Speaker Presentation (1 hour)
7:30 – 8:00 Questions/Other Announcements

Where: Corporate Office Centers,
Phoenix-Tempe Gateway Center
4600 E. Washington St., Suite 300,
Phoenix, AZ 85034

Topic: Designing and Deploying Performance Metrics

The presentation provides an overview of how managers and supervisors can design and deploy performance measurement systems to improve the productivity of their areas. It also instructs managers on the most important task – how to use the measurement system to encourage excellence in performance through developing people, processes, systems and procedures.

What is the Focus of the Presentation?

The presentation discusses the concept of productivity and why productivity is so important to an organization. It highlights the relationship between high quality and high productivity and emphasizes the importance of measurement in producing both high quality and high productivity. It teaches the properties of a well designed measurement system and provides instruction on how to design, align and report with performance metrics.

Presentation Purpose:

As a result of this presentation, the audience will understand:

- The Value of Designing and Deploying Quality and Performance Metrics. (Why measure!)
- The Benefits of Systematically Measuring Performance.
- The Properties of a Well Designed Measurement System. (Best Practices)
- Measurement System Development and Reporting