CFABAH121 - SQA Unit Code HL46 04
Develop and establish systems and procedures to review organisational performance

Overview

This standard is about developing and establishing organisational performance monitoring systems and procedures. It includes identifying, prioritising and agreeing key performance factors, helping users to implement the procedures, evaluating the procedures and recommending changes. It is for administrators who develop and establish the systems and procedures needed to review organisational performance.

CFABAH121 - SQA Unit Code HL46 04

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Performance criteria

You must be able to:

P1 agree and recommend formal and informal organisational performance monitoring systems and procedures

P2 identify, prioritise and agree key performance factors

P3 agree qualitative and quantitative organisational performance indicators and measures

P4 identify and evaluate the effects of organisational performance monitoring systems and procedures on organisational structures and systems

P5 negotiate and agree the implementation of organisational performance monitoring systems and procedures

P6 help users to implement organisational performance monitoring systems and procedures

P7 evaluate organisational performance monitoring systems and procedures

P8 recommend changes to organisational performance monitoring systems and procedures with relevant decision-makers

CFABAH121 - SQA Unit Code HL46 04

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Knowledge and understanding

You need to know and understand:

K1   the sources of information on how other organisations set up systems for organisational performance monitoring the implementation of organisational objectives, strategies and policies

K2   organisational objectives, strategies and policies of the organisation

K3   the types of organisational performance monitoring systems and performance indicators

K4   the methods of implementing organisational performance monitoring systems and procedures

K5   how to evaluate the impact of organisational performance monitoring systems and procedures

K6   the performance measures appropriate to the organisation

K7   how to develop organisational performance monitoring systems and procedures

K8   the methods of communication with key decision-makers

K9   the legal and regulatory requirements relating to the monitoring of organisational objectives, strategies and policies

K10   the ethical responsibilities relating to the monitoring of organisational objectives, strategies and policies

K11   the consequences of non-compliance with legal and regulatory requirements relating to the monitoring of organisational objectives, strategies and policies

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Additional Information

Skills

1. analysing
2. communicating
3. evaluating
4. negotiating
5. planning
6. prioritising
7. problem solving
8. researching
9. reporting

Links to other NOS   Business Support Services

CFABAH121 - SQA Unit Code HL46 04

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