**2020 Training course proposal illustrative example**

Please provide the necessary details of the training course you are proposing.

Please contact Jennie Phelps in case of queries.

**1. Course Title:**

*Please provide a short title that clearly indicates the workshop's focus/content*

**Making Sense of Performance Information in the Public Sector**

**2. Contact details:**

*Name of company/individual, full correspondence postal address, tel. nos, email*

**Freda Bloggs**

**12 Acacia Avenue, London Wx5 3FR**

**tel xxx xxx xxx**

**email FredaBloggs@yahoo.com**

**2. a) Social Media details:**

*Please provide all social media addresses*

Linkedin Freda Bloggs

Twitter @Freda2008  
Facebook Freda Bloggs

**3. A short rationale as to why this workshop is being proposed and why it's relevant to OR Society members**

**Public sector organisations are under increasing pressure to improve their performance at both the strategic and operational levels. One of the key issues is collecting the right performance information and being able to make sense of that information in terms of both performance management and performance evaluation. This one day workshop will introduce a number of useful statistical methods to help analysts and managers make sense of organisational performance.**

**4. Target audience**

*Please provide a clear statement as to the type of delegate you're trying to attract to the workshop. This could be in terms of job function, level of experience, etc*

*Please include any pre-requisite skills/knowledge here also.*

**Analysts and managers who have responsibility for presenting and interpreting management information. This workshop will be of most relevance for those in a middle management position.**

**5. A concise summary of content with main topics covered shown**

*If this workshop is for more than one day please show topic content day-by-day.*

**Topics will include:**

* The **difference between performance measures and performance indicators** (PIs) and the increasing need for better performance information
* **Making sense of averages and variability**: most performance indicators will be some form of average – over time, across divisions etc. How do you assess whether a change in a PI is meaningful and that action should be taken?
* **Making sense of samples**: an increasing number of PI’s are based on sample data. This requires understanding and careful interpretation before conclusions can be drawn
* **Using process control charts**: control charts are used extensively in the private sector for monitory production quality. They also have a useful role in helping managers understand when a service process/activity is performing within agreed standards
* **Looking at time series data**: time series PI’s require different analysis in order to be able to pick out trends and patterns. This session looks at the techniques available.
* Ideas **for improving performance reporting**

*Please also specify the benefits to delegates of attending this course.*

**You will be introduced to a number of practical statistical methods for analysing and reporting performance that you will be able to apply in your own organisation.**

**6. Key learning outcomes**

*5/6 things that delegates will learn on this course*

**By the end of the course, delegates will be able to:**

* **Explain the difference between performance measures and performance indicators**
* **Outline the key measures of average and variability**
* **Explain how the measures of average and variability can be used and (mis)interpreted**
* **Demonstrate the ability to interpret performance data taken from samples.**
* **Develop and use process control charts to monitor performance standards.**
* **Identify techniques for evaluating time series data.**

**7. Tutor experience**

*Please provide a short description of the tutor's relevant experience and expertise in running this course ( do NOT copy a CV)*

**Freda has over 20 years experience in the areas of public sector performance measurement and management. She has worked extensively across the public sector including local authorities, NHS, police, central government and not-for-profit organisations. She has also acted as advisor to a central government working group on performance indicators.**

**8. Costs details**

*Please provide a day rate for this course (exc. VAT). Travel, accommodation and subsistence expenses will be reimbursed as per the ORS expenses policy (Expenses are not paid for any courses within the GORS agreement).*

**£750**

**9. Minimum/maximum number of delegates**

*Please specify the minimum and maximum number of delegates you would accept on this workshop.*

**Minimum 5 maximum 20**

**10. a) course materials to be supplied by the tutor**

**i) copy of Powerpoint presentation (hard copy and digital)**

**ii) copy of Working Group guide on "Designing effective PIs"**

**10. b) any additional equipment required for the workshop and what delegates should bring with them. Please also provide details of any software required on laptops.**

*Projector and screen are provided as standard.*

**Laptop required with Excel**

**10. c) preferred location(s)**

*Courses normally run in Birmingham and//or London*

**Either**

**10. d) no-go dates when you would not be available in 2020**

**Dates are negotiable**

**11. Proposals that are accepted will be actively marketed by the Society using websites, email lists, etc. To help with this please provide any further information that we can include if your proposal is accepted.**

**See Tutor Experience section.**

**This will be very much a hands-on workshop using real examples and real data sets.**

**If possible please provide a short video clip of yourself introducing the course that we can upload onto the Training website.**

**Attached**