**Course Number**
FHWA-NHI-137057

**Course Title**
OPM 01: Introduction to Operations Performance Measures and Management

‘OPM 01: Introduction to Operations Performance Measures and Management’ is a 4-hour web-based training offered by NHI, the authoritative source in transportation training. This course will define performance measurement and management, how they are used in an organization, how they are set up, and what the expected outcomes are for performance management. We will describe both the reasons performance measurement and management enhance a transportation agency’s operations and the elements of a successful Operations Performance Measures & Management (OPMM) program.

To enroll in this web-based training course, select ‘Add to Cart.’

**Outcomes**
Upon completion of the course, participants will be able to:

- Discuss rationales for undertaking performance measurement and management, especially for Operations
- Describe the process of performance measurement and management
- Describe the characteristics of operations performance measurement and management (OPMM)
- Define the elements of a successful OPMM program

**Target Audience**
Senior analysts and first and second-level managers

**Training Level:** Basic

**Fee:** 2020: $0 Per Person; 2021: N/A

**Length:** 4 HOURS (CEU: .4 UNITS)

**Class Size:** MINIMUM: 0; MAXIMUM: 0

**NHI Customer Service:** (877) 558-6873 • nhicustomerservice@dot.gov