



## COURSE NUMBER

FHWA-NHI-137059

## COURSE TITLE

### OPM 03: Operations Performance Management

'OPM 03: Operations Performance Management' is a 6-hour long web-based training offered by NHI, the authoritative source in transportation training. This course takes a broader management view of performance management: harnessing the power of performance measurement to improve management practice, closing the loop between strategic objectives and measured performance. It provides the use with understanding of how performance management is used to make cost-effective investment decisions that are geared to meeting agency goals.

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

## OUTCOMES

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

- Explain what operations performance measurement and management entail
- Discuss the steps necessary to develop an operations performance measurement system

## TARGET AUDIENCE

Senior analysts and first and second-level managers

## TRAINING LEVEL: Basic

FEE: 2020: \$0 Per Person; 2021: N/A

LENGTH: 6 HOURS (CEU: .6 UNITS)

CLASS SIZE: MINIMUM: 0; MAXIMUM: 0

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