

Greenspace and Performance Management

The Course starts with an introduction to Performance Management, tailored to the Greenspace Industry, and then moves on to explain how to do it using actual evidence and figures to demonstrate why it is essential to understand your customers' behaviour patterns. Delegates will learn how to:

- collect and use high quality data on usage, satisfaction and quality
- continuously improve the service standard
- simplify issues and problems
- reallocate resources effectively
- obtain money for improvements
- engage the residents and external moderators in the setting and monitoring of standards
- use an auditing system to improve the quality of all sites
- meaningfully benchmark the service against others in terms of usage, satisfaction and quality

09.30	Registration and coffee
10.00	Welcome by Ken McAnespie, KMC Consultancy
10.05	Morning Session: Introduction to Performance Management
11.00	Refreshments
11.15	Morning Session continues
12.30	Lunch
13.15	Afternoon Session: Performance Management - how to do it
14.45	Refreshments
15.00	Afternoon Session continues
16.00	Close