



# AM 307 – PERFORMANCE MANAGEMENT

Performance management sits at the heart of good asset management practice. In AM 307, you'll explore how to design and implement systems that drive performance and support continuous improvement.

You'll gain an understanding of the essential elements of a performance management framework, how to evaluate performance against objectives and levels of service, and how to use these insights to inform improvement planning.

The content draws from the authoritative Apōpō Guide and the ISO 55000 suite of Standards, ensuring alignment with best practice both locally and internationally.

AM 307 is a collaboration between Apōpō and Water New Zealand.



## Who Should Attend

Anyone working in asset management, particularly those towards the early stages of their asset management journey, but also those looking for a quick refresher.

## Typical Attendees Include

- Engineers
- Project managers
- Asset Managers
- Planners
- Contractors
- Consultants

## Learning Material

- Text, images, video
- Formative assessment
- Activities
- Case studies
- Summative assessment

## Outcomes

To provide a solid foundation and facilitate understanding of performance management and continuous improvement in asset management.

## Content

- Performance management and frameworks
- Understanding your customers
- Levels of service
- Performance measures, monitoring, reporting and evaluation.

## Recommended Prior Learning

An understanding of the content of the following badges: AM 101, AM 201, AM 202, AM 203 and AM 204.