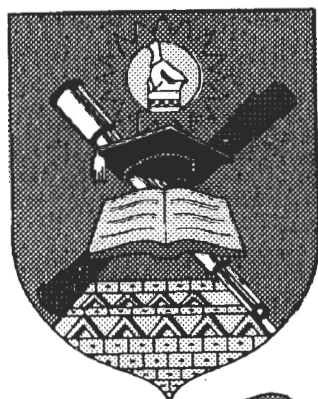


Application of Performance Measurement at the National University Of Science and Technology



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Abstract

A balanced scored card is a set of measures that give top managers a fast but comprehensive view of the business. The balanced scorecard is used to enable the implementation of strategy at all levels within the organisational structure allowing participation of the various entities of an organisation to achieve desired success. This report applies the concept of performance measurement to a University environment particularly a state-funded University. The National University of Science and Technology (NUST) is chosen as a practical application of the concept of performance measurement in the quest to establish a balanced scorecard. This report is driven by the strategic plan drafted by NUST. The deliverable of this project is a set of balanced measures which are enabled whose measurement is enabled by an automated Microsoft Access database with an interface with Microsoft Excel for capturing data relevant for calculations. This is done through an integrated network that is currently under construction. NUST's external business environment and the factors critical for the success of the University enable the derivation of the appropriate performance measurement of University processes, people, strategy, organisation and technology. In the quest to illustrate the concept of performance measurement it is noted that teaching, research, University service, adequate staffing, innovation and the availability of resources that support the processes in the University are the key requirements that drive efficient operation of the University. Specific measures have been attached to these categories and are graphically displayed in the database. Mathematical formulae are used to quantify these measures whose results can be used as a basis for a discussion or report writing. Performance measurement may not solve all the problems inherent in an organisation but will serve as a tool that will identify key result areas of an organisation.

