

<b>I. GENERAL DATA ON SUBJECT COURSE</b>	
CODE AND NAME OF SUBJECT <i>(in Estonian and English)</i>	AM.083 <i>Performance Management in Air Transport</i> Tulemusjuhtimine lennutranspordis
ACADEMIC YEAR, TERM, FORM OF STUDIES	2018 autumn term, self-study
CURRICULUM, SPECIALITY AND MODULE WHERE THE SUBJECT BELONGS TO	Elective course for Curriculum of Aviation Management (2284), Module of Specialty Studies
SCOPE OF SUBJECT (ECTS)	3.0 ECTS
FORM OF CONTROL	Written test. Non-differentiated assessment
WORKLOAD AND FORMAT OF STUDIES	Contact hours – 4 hrs; independent work – 72 hrs; practical training 0 hrs.
LANGUAGE OF INSTRUCTION	English
ADDITIONAL INFORMATION (prerequisite subject courses, restrictions on participating in the course, etc)	–
LECTURERS	Kristian Hvass

<b>II. THE GOAL, LEARNING OUTCOMES AND DESCRIPTION OF SUBJECT COURSE</b>	
GOAL OF SUBJECT COURSE	To enable students to identify, develop, and maintain performance measurement indicators to allow for improved management skills and strategic oversight.
LEARNING OUTCOMES	By the end of the course students are able to: <ol style="list-style-type: none"> <li>1. Synthesize how performance measurements are used in management</li> <li>2. Compare various performance measurement frameworks</li> <li>3. Evaluate performance measurement information gathering methods</li> <li>4. Critique performance measurement indicators</li> <li>5. Construct a performance measurement dashboard</li> </ol>
SHORT DESCRIPTION OF THE COURSE	Performance measurement allows management to better understand underlying business drivers. This course presents the following: integration of performance measurements in management, performance measurement frameworks and methodologies, and introduction to dashboard design. This course relies on video lectures.

<b>III. GRADING SYSTEMS AND CRITERIA</b>	
PREREQUISITES TO BE ALLOWED TO TAKE EXAMINATION/PRELIMINARY EXAMINATION	Solving, submission and/or presentation of tasks (case studies) of independent work
FORMATION OF EXAMINATION MARK/OF PRELIMINARY EXAM	Written test will 100% of the total.
OPPORTUNITIES FOR SETTLING ARREARS /INSUFFICIENCIES IN ACADEMIC PROGRESS	Examination can be re-taken.
<b>GRADING SYSTEM</b>	<b>RESPECTIVE ASSESSMENT CRITERIA</b>
	Exam questions are prepared for control of theoretical knowledge with requiring of theory implementation. The exam will be positively passed if the student's results are at least minimally acceptable level of subjects (51%).

<b>IV. SCHEDULE AND LIST OF TOPICS</b>		
<b>WEEK OF YEAR</b>	<b>WORK FORMAT</b>	<b>TOPICS</b>
	Lecture 2h	Introduction to course and measurement justification
	Video lecture	Performance measurement and management
	Video lecture	Integrating performance measurement into management
	Video lecture	Integrating performance measurement into management
	Video lecture	Various performance measurement frameworks
	Video lecture	Introduction to information collection methodologies
	Video lecture	Performance measurement traps
	Video lecture	Performance measurement in aviation
	Video lecture	Performance measurement dashboard design
	Video lecture	Application of performance measurement
	Video lecture	Future of performance measurement and course review
	Seminar 2h	Consultation
	Test, 2h	Test

## V. LEARNING MATERIALS

### Compulsory materials:

1. Uploaded Moodle material
2. Case material TBA
3. Bryant, L., Jones, D. A., & Widener, S. K. (2004). Managing Value Creation within the Firm: An Examination of Multiple Performance Measures. *Journal of Management Accounting Research*, 16(1), 107–131. doi:10.2308/jmar.2004.16.1.107
4. Delbari, S. A., Ng, S. I., Aziz, Y. A., & Ho, J. A. (2016). An investigation of key competitiveness indicators and drivers of full-service airlines using Delphi and AHP techniques. *Journal of Air Transport Management*, 52, 23–34. doi:10.1016/j.jairtraman.2015.12.004
5. Francis, G., Humphreys, I., & Fry, J. (2005). The nature and prevalence of the use of performance measurement techniques by airlines. *Journal of Air Transport Management*, 11(4), 207–217. Retrieved from <http://www.sciencedirect.com/science/article/B6VGP-4F05RCT-1/2/2e2472ec73ee6bd989d02f13c99b161e>
6. Gimbert, X., Bisbe, J., & Mendoza, X. (2010). The role of performance measurement systems in strategy formulation processes. *Long Range Planning*, 43(4), 477–497. doi:10.1016/j.lrp.2010.01.001
7. Ittner, C. D., & Larcker, D. F. (2003). Coming Up Short on nonfinancial performance measurement. *Harvard Business Review*, 81(11), 89.
8. Lee, M. T., & Widener, S. K. (2016). The Performance Effects of Using Business Intelligence Systems for Exploitation and Exploration Learning. *Journal of Information Systems*, 30(3), 1–31. doi:10.2308/isys-51298
9. Micheli, P., & Manzoni, J. F. (2010). Strategic performance measurement: Benefits, limitations and paradoxes. *Long Range Planning*, 43(4), 465–476. doi:10.1016/j.lrp.2009.12.004
10. Yigitbasioglu, O. M., & Velcu, O. (2012). A review of dashboards in performance management: Implications for design and research. *International Journal of Accounting Information Systems*, 13(1), 41–59. doi:10.1016/j.accinf.2011.08.002
11. Zahra, S., & Chaples, S. (1993). Blind Spots in Competitor Analysis. *The Academy of Management Executive*, 7(2), 7–28. Retrieved from <http://www.jstor.org/stable/4165119>

### Additional materials recommended:

1. Philip T. Frohne . (2008). Quantitative measurements for logistics. The International Society of Logistics. New York : McGraw-Hill.

