

Principles of Business Management

Week 2c Lecture

Control Processes

During this lecture, we will identify control processes to increase efficiencies and productivity.

In simple terms, control within an organization is the process of distributing, evaluating, and controlling the people and/or resources of the organization on a continuous basis to achieve a business's goals. For managers to efficiently control an organization, they need to understand what the employee performance expectations are, and this information should be shared with their employees.

To keep our discussion simple, let's briefly define what managerial control is. Managerial control is simply the steps a manager takes to make sure that his/her employees are working when they are supposed to be working and completing their tasks.

In order for an organization to achieve and maintain high productivity and efficiency, they must get as much as they can out of their resources such as personnel and equipment. The challenge that many leaders of an organization face is to come up with ways to control and increase productivity while still maintaining quality. There are several ways to do this which we will briefly discuss below.

- **Empower your employees** - empower your employees to come up with ideas for improving something.
- **Get rid of processes that have no value** – review your employee's tasks and eliminate any unnecessary or repetitive tasks that have no value and could lower productivity.
- **Improve training for employees** – properly training new employees as well as continuous training for current employees can cut down on mistakes and improve the overall efficiency of the operation.
- **Set goals** – set specific and measurable goals tied to productivity and quality with incentives to help motivate employees to reach those goals.
- **Make changes gradually** – implement changes that need to be made gradually to reduce resistance.