Dashboarding Key Performance Indicators (MGMT 3640)
Management & Leadership Major Course

Focuses on development and use of common Key Performance Indicators (KPIs) as a method to monitor and manage business performance. Spreadsheet, Analytics, and Visualization software will be utilized to create and present Dashboard metrics. Dashboard metrics covered include financial, customer, employee, operational and supply chain perspectives.

SIGNATURE ASSIGNMENTS

- **Inventory Management assessment (**Evaluate over 200,000 rows of sales data to compute Inventory Turnover Ratio and Days of Supply on Hand for over 300 items sold by a Fortune 500 retailer. Make recommendations on how to improve inventory management performance.)

- **Employee Satisfaction KPIs** (Use Excel to analyze, summarize, and chart Employee Satisfaction survey data, highlighting satisfaction differences based on department, job title, and gender.)

- **Service Level Dashboard** (Using real Distribution Center shipping data supplied by a local retailer, develop a comprehensive and interactive dashboard to visualize service level performance.)

CAREER BUILDING BLOCKS

- Select appropriate metrics to evaluate desired performance
- Determine sources for relevant facts/data
- Utilize Excel skills to analyze, summarize, and create interactive Dashboards to chart Key Performance Indicators
- Recommend Management actions to improve performance
- Communicate findings & recommendations through Executive Summaries and creating presentation materials

CONNECT ACTIVITIES

Peer Interaction   ●   Real world challenges and data

> If I hadn't taken your class, the projects I'm working on at my internship would be impossible.
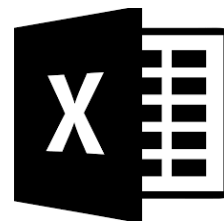
> By the end of the course, you will have a fantastic understanding of how to simplify and read data.

> I like how connected the class was to real world applications and skills.

EXCEL   **DASHBOARDING**

Dr. Cliff Welborn

Offered Fall, Spring, and Summer (in-person and remote)
Jones College of Business - MTSU