Benchmarking and Management Control

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Course Description

Benchmarking and Management Control is a second-term course in the MSc in Management and the MSc in Finance and Banking degrees, at the Barcelona School of Management. It serves as a core course for students specializing in Business Analytics, and as an elective course for students specializing in Finance and Banking, Marketing, and Entrepreneurship.

Seeking practices for organizational improvement—benchmarking—is a core managerial task commonly characterized as a problem solving activity, generally implemented through response actions to business analytics feedback. This task is closely related to management control, which combines performance measurement, reward systems and corrective actions at the divisional- and individual-levels of the organization.

Objectives

The course provides participants with tools to assess the performance of organizations from different sectors. Participants are prepared for real-life managerial analyses that are based on concepts such as profitability, productivity, price indices and outputs and inputs mix. Furthermore, the performance assessment measures consider issues such as the characteristics of organizational design and the control of processes and employees in decentralized firm divisions. All topics include numerical examples and/or applications with data from actual firms from various industries.

Methodology

The course comprises twenty 90-minute lectures, which combine lecturing with general debates and applied discussions on business cases and exercises. Participants will also engage in presentations of reports on cases or project assignments. Activities will require both individual and group work.

Evaluation criteria

Grading will be done through active class participation (30%), group analyses/presentations of cases (30%) and a final project (40%). For specific information on the final project, please refer to the document titled “Guidelines for the final report”.

Students are required to attend 80% of classes. Failing to do so without justified reason will imply a zero grade in the participation/attendance evaluation item and may lead to suspension from the program.

As with all courses taught at the UPF BSM, students who fail the course during regular evaluation will be allowed ONE re-take of the evaluation. Students that pass any retake exam should get a 5 by default as a final grade for the course. If the course is again failed after the retake, students will have to register again for the course the following year.

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Note: This document is only informational, detailed contents and faculty may change.
Plagiarism is to use another's work and to present it as one's own without acknowledging the sources in the correct way. All essays, reports or projects handed in by a student must be original work completed by the student. By enrolling at any UPF BSM Master of Science and signing the “Honor Code,” students acknowledge that they understand the schools' policy on plagiarism and certify that all course assignments will be their own work, except where indicated by correct referencing. Failing to do so may result in automatic expulsion from the program.”

Contents

Block 1: Introduction to benchmarking measures
1. Definition of performance monitoring and benchmarking in competitive settings
   • Internally oriented assessments: Monitoring
   • Externally oriented assessments: Benchmarking
2. Linking monitoring and benchmarking tools with financial measures of performance
   • Review of financial statements’ (profitability) analysis
   • Decision making for improved profitability and applications in competitive settings
3. Profitability and productivity changes
   • Absolute and relative changes (index numbers) in the presence and absence of prices
   • Multifactor productivity, profit margins, output and input prices, and output-input mix

Block 2: Multidimensional benchmarking and applications
4. Benchmarking in multidimensional settings
   • Output maximization and input minimization, fixed and variable inputs
   • Using productivity and efficiency to set future targets and reform operations
5. Business applications of benchmarking assessments
   • Business applications of benchmarking (e.g., acquisitions)
   • Public sector applications of benchmarking (e.g., regional spending)

Block 3: Organizational architecture and performance control measures
6. Designing organizational architecture
   • Determinants of the architecture of markets and firms
   • Decision rights: centralization versus decentralization
7. Divisional performance evaluation and control
   • Measuring divisional performance: cost, expense, revenue, profit and investment centers
   • Transfer pricing and trade-offs between decision management and decision control
8. Measuring internal business processes and employee performance
   • Relative, objective and subjective measures
   • Within-firm and across-firms applications
9. Assessing management evaluation across the globe
   • Firm- and institutional-level determinants of performance measures
   • Applications with actual data from international management surveys

Optional Bibliography


Bio of Professor

Mircea Epure is an Assistant Professor at the Department of Economics and Business, Universitat Pompeu Fabra (UPF), and an Affiliated Professor at the Barcelona Graduate School of Economics and the Barcelona School of Management. He has a PhD degree in Business Economics and Administration from Universitat Autònoma de Barcelona (a European Doctoral Program jointly organized with Växjö University). Prior to joining UPF, I have visited Växjö University in Sweden and IESEG School of Management in France, and have taught at Toulouse Business School. Mircea’s research focuses on management and accounting topics in economic organizations. He is particularly interested in firm governance and performance, and related business administration and managerial economics issues.