

# BSBMGT402A Implement Operational Plan

This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

**Designed for:** This course is suitable for all frontline managers.

**Duration:** 1 day

**Application of the unit:** Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

**Elements and performance criteria:**

Element	Performance criteria
Implement operational plan	<ul style="list-style-type: none"> <li>▪ Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers</li> <li>▪ Implement operational plans to contribute to the achievement of organisation's performance/business plan</li> <li>▪ Identify and use key performance indicators (KPIs) to monitor operational performance</li> <li>▪ Undertake contingency planning and consultation processes</li> <li>▪ Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes</li> </ul>
Implement resource acquisition	<ul style="list-style-type: none"> <li>▪ Recruit and induct employees within organisation's policies, practices and procedures</li> <li>▪ Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel</li> </ul>
Monitor operational performance	<ul style="list-style-type: none"> <li>▪ Monitor performance systems and processes to assess progress in achieving profit/productivity plans and targets</li> <li>▪ Analyse and use budget and actual financial information to monitor profit/productivity performance</li> <li>▪ Identify unsatisfactory performance and take prompt action to rectify the situation according to organizational policies</li> <li>▪ Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely</li> <li>▪ Present recommendations for variation to operational plans to the designated persons/groups and gain approval</li> <li>▪ Implement systems, procedures and records associated with performance in accordance with organisation's requirements</li> </ul>



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