MERCURY

Administrative Performance Evaluation and the Efficiency of Quality Control Systems in Administrative Work

7 – 11 December 2026
Barcelona (Spain)



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Introduction:

Administrative performance management and the efficiency of quality control systems are considered fundamental pillars for the success of organizations. Effective performance evaluations help identify employees' strengths and weaknesses, thereby improving overall productivity. Managers and leaders play a pivotal role in designing and implementing a comprehensive evaluation system that ensures the achievement of organizational goals.

This training course on Administrative Performance Evaluation and the Efficiency of Quality Control Systems in Administrative Work includes an in-depth review of methods for developing the efficiency of administrative quality control systems. It also focuses on strategies for evaluating administrative performance and applying them to real-life scenarios. It aims to enable participants to understand how to improve the efficiency of administrative quality control systems.

The Administrative Performance Evaluation and Quality Control System Efficiency program in administrative work covers how to conduct performance evaluation meetings efficiently and apply administrative performance evaluation metrics. It provides practical tools for identifying key performance indicators and enhancing the efficiency of administrative quality control systems. Participants will be able to implement strategies to improve administrative performance and efficiency in their organizations.

Targeted Audience:

The Administrative Performance Evaluation and Quality Control System Efficiency course in administrative work targets the following groups and professionals seeking to acquire knowledge and skills:

- Team leaders and executive managers.
- Employees are responsible for administrative performance.
- Quality and management experts within organizations.
- Employees wishing to develop their skills in administrative performance evaluation.
- Stakeholders are concerned with improving administrative quality control systems.
- Individuals interested in applying modern administrative performance evaluation tools.
- Administrators are responsible for preparing reports and analyzing results.
- Anyone seeking to enhance administrative performance efficiency using scientific methods.
- Project managers aiming to improve institutional performance quality.

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Training Course Objectives:

By the end of this training program in Administrative Performance Evaluation and the Efficiency of Quality Control Systems in Administrative Work, participants will be able to:

- Interpret the concept of administrative performance management, its objectives, and its importance to organizations.
- Understand the stages of the performance management cycle and how to monitor them efficiently.
- Develop tangible and intangible criteria for evaluating administrative performance.
- Identify key performance indicators and methods for measuring them accurately.
- Set business objectives based on clear and measurable strategies.
- Lead effective coaching sessions to enhance employee performance.
- Conduct performance evaluation meetings efficiently and effectively.
- Apply employee reward and motivation strategies.
- Analyze performance evaluation results and use them to improve organizational performance.
- Design training programs to improve the efficiency of administrative quality control systems.
- Enhance the ability to make strategic decisions based on performance data.
- Use administrative performance evaluation tools to develop improvement plans.
- Improve administrative performance efficiency through advanced training methods.
- Evaluate administrative performance in organizations with accuracy and objectivity.
- Enhance administrative performance through specialized and impactful training.
- Integrate principles of training on the efficiency of administrative quality control systems into daily work.
- Develop sustainable strategies to improve administrative performance and efficiency.
- Design administrative performance measurement and quality-efficiency programs in accordance with best practices.
- Strengthen commitment to organizational values and quality principles in administrative work.
- Apply strategies for developing administrative performance to maximize work outcomes and achieve organizational objectives.

Targeted Competencies:

Participants will acquire the following competencies through the Administrative Performance Evaluation and Quality Control System Efficiency program in administrative work:

- Decision-making and data analysis skills.
- Presentation and effective communication skills.
- Critical and analytical thinking for problem-solving.
- Application of practical experience and use of modern technology.
- Commitment to institutional procedures and guidelines.
- Planning and organization to achieve work objectives.
- Developing strategies to improve administrative performance and quality efficiency.
- Effective use of administrative performance evaluation tools.
- Ability to monitor and analyze performance indicators.
- Improving coaching and employee supervision skills.
- Enhancing the efficiency of administrative quality control systems within the organization.

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Studying Scenarios

In the Administrative Performance Evaluation and Quality Control System Efficiency training, participants will develop their capabilities through the study of the following scenarios:

- Analyzing a case of declining productivity in a specific department.
- Developing a plan to improve administrative performance after employee evaluation.
- Studying a scenario of effective performance evaluation meetings.
- Identifying factors affecting the efficiency of administrative quality control systems.
- Managing employee resistance to performance evaluation.
- Designing key performance indicators for a new department.
- Applying performance measurement tools across multiple teams.
- Studying the impact of employee rewards and motivation on performance.
- Analyzing causes of poor performance and developing improvement strategies.
- Monitoring the impact of training on improving administrative performance efficiency.
- Evaluating the effect of effective coaching on employee development.
- Applying administrative performance development strategies to real-life scenarios.

Course Content:

Unit 1: Performance Management - Introduction and Definitions:

- Definition of performance management and its importance in organizations.
- The impact of poor performance on work efficiency and quality.
- Objectives of performance management and how to achieve them.
- Key terminology used in administrative performance evaluation.
- Overview of the annual employee performance cycle.
- Key responsibilities of managers in performance management.
- The shared management model and its practical tools.
- Common mistakes in performance management and how to avoid them.
- The role of training in evaluating and improving administrative performance.

Unit 2: Setting Effective Goals:

- Linking organizational vision and mission to performance objectives.
- Classifying performance criteria into tangible and intangible.
- The impact of critical success factors on performance outcomes.
- Identifying and defining key result areas.
- Using key performance indicators to measure progress.
- Measurement units and how to apply them to objectives.
- The difference between objectives and goals, and how to convert them effectively.
- Measuring semi-tangible factors and core competencies.
- Behavioral indicators and their role in performance evaluation.
- The importance of commitment to organizational values in setting objectives.
- Developing administrative performance evaluation strategies and training methods.

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Unit 3: The Importance of Coaching:

- Definition of coaching and its importance in improving performance.
- Key responsibilities of managers in coaching sessions.
- Focusing on coaching objectives to achieve effective results.
- Essential coaching skills for managers.
- Elements of a successful coaching session.
- Five steps to achieve optimal performance levels.
- Role-play practice: conducting a coaching session.
- Analyzing the impact of coaching on enhancing the efficiency of administrative quality control systems.
- How to use coaching to develop administrative performance and quality efficiency.

Unit 4: Conducting Effective Performance Evaluations:

- Planning and preparing for administrative performance evaluations.
- Logistical preparations to ensure efficient evaluation processes.
- Starting the meeting and motivating employees to participate.
- Discussing evaluations professionally and objectively.
- Concluding the meeting and preparing performance summaries.
- Roles of managers and employees in the evaluation process.
- Common mistakes and how to avoid them.
- Using administrative performance evaluation tools effectively.
- Applying administrative performance development strategies after evaluation.

Unit 5: Follow-up After Performance Evaluation Meetings:

- Allocating sufficient time for effective performance management.
- Recognizing good performance and providing appropriate rewards.
- Performance diagnosis techniques and root cause analysis.
- Identifying categories of performance issues and influencing factors.
- Distinguishing between systemic and individual factors.
- Planning for continuous performance improvement.
- Using administrative performance development strategies to enhance quality.
- Integrating specialized training to improve the efficiency of administrative quality control systems.
- Regularly monitoring the application of administrative performance evaluation metrics.

Course Summary and Recommendations:

The course helps improve administrative performance efficiency and enhance work quality. It enables participants to apply performance development strategies in practice. It increases the ability to use performance evaluation tools effectively. It supports specialized training programs in developing employee skills sustainably. It emphasizes the importance of integrating the efficiency of administrative quality control systems with organizational performance.