MERCURY

Performance Measurement for Service Organizations Using EDRMS

17 – 21 January 2027
Istanbul (Turkey)



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Ref: 121774_1084980 **Date:** 17 – 21 January 2027 **Location:** Istanbul (Turkey) **Fees:** 4900 Euro

Introduction

Performance measurement in service organizations has become a critical factor in ensuring operational efficiency, transparency, and continuous improvement. This Performance Measurement for Service Organizations Using EDRMS course explores how Electronic Document and Records Management Systems EDRMS support structured performance evaluation across service-driven environments. Participants will examine how records and data generated through organizational processes can be transformed into actionable performance insights. The program highlights the role of system configuration, workflow design, and document lifecycle management in achieving measurable service outcomes. It focuses on ensuring data integrity, compliance, and audit readiness in regulated environments. By integrating records intelligence with performance dashboards, organizations can enhance decision-making and the effectiveness of service delivery.

Targeted Groups

This Performance Measurement for Service Organizations Using EDRMS training targets professionals seeking knowledge and skills:

- Records and information management officers in service organizations.
- EDRMS administrators are responsible for system operations and configuration.
- Quality assurance and compliance professionals in the service sectors.
- IT support teams manage document workflow systems.
- Performance analysts in public and private service institutions.
- Supervisors involved in service improvement and reporting functions.

Course Objectives

Participants will achieve the following objectives by completing the Performance Measurement for Service Organizations Using EDRMS course:

- Understand performance measurement principles in service organizations and their impact on operational effectiveness.
- Use EDRMS to capture, manage, and analyze organizational records across the full lifecycle.
- Configure workflows, manage user access, and ensure secure document handling.
- Apply records-based analysis to improve service quality and transparency.
- Interpret dashboards and reporting tools for evidence-based decisions.
- Strengthen compliance through records governance and audit alignment.
- Ensure data integrity, traceability, and accountability within EDRMS systems.
- Support continuous improvement using records intelligence and performance monitoring.

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Targeted Competencies

Participants will gain the following competencies during the Performance Measurement for Service Organizations Using EDRMS program:

- Managing full electronic document lifecycle creation, storage, archiving, retrieval.
- Configuring EDRMS workflows for efficient information flow.
- Analyzing service performance using records-based data.
- Ensuring compliance, governance, and audit readiness in digital systems.
- Developing and interpreting EDRMS performance dashboards.
- Managing access control, security settings, and user roles.

Studying Scenarios

In this Performance Measurement for Service Organizations Using EDRMS training, participants develop skills through the following scenarios:

- Analyzing service performance gaps using EDRMS-generated records and identifying operational inefficiencies through structured reporting tools.
- Designing workflow configurations that enhance document processing speed and improve service delivery outcomes.
- Evaluating compliance readiness by auditing digital records systems and ensuring traceability across all document transactions.
- Developing performance dashboards that translate raw records data into actionable service insights for management decision-making.
- Managing real-life cases of data integrity issues and applying corrective actions within EDRMS environments to maintain system reliability.

Course Content

Unit 1: Foundations of Performance Measurement in Service Organizations

- Introduction to performance measurement frameworks in service environments.
- Understanding key performance indicators for service quality and efficiency.
- Role of records in evaluating organizational performance outcomes.
- Relationship between service delivery processes and measurable outputs.
- Importance of data-driven decision-making in modern organizations.
- Overview of performance measurement models in public and private sectors.
- Integration of performance management with organizational strategy.

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Unit 2: Records-Based Performance Analysis

- Understanding records as strategic performance assets.
- Techniques for analyzing structured and unstructured service records.
- Converting raw data into performance indicators and insights.
- Identifying trends and patterns in service operations through records.
- Evaluating efficiency using records lifecycle data.
- Linking records management to operational performance metrics.
- Strengthening decision-making through evidence-based records analysis.
- Ensuring accuracy and consistency in records interpretation.

Unit 3: Electronic Document and Records Management Systems EDRMS Administration

- Core principles of EDRMS architecture and functionality.
- Administration of user roles, permissions, and access control.
- System configuration for optimized document handling processes.
- Managing system settings for organizational alignment.
- Ensuring interoperability between departments and digital platforms.
- Monitoring system performance and resolving administrative issues.
- Maintaining operational continuity through EDRMS governance.
- Supporting organizational compliance through system administration.

Unit 4: Document Lifecycle Management and Compliance Governance

- Managing document creation and classification standards.
- Storage, retention, and archiving policies in digital systems.
- Retrieval processes for efficient information access and use.
- Ensuring data integrity across document lifecycle stages.
- Establishing compliance frameworks for records governance.
- Preparing systems for internal and external audits.
- Maintaining traceability and accountability in document processes.
- Applying regulatory standards to electronic records environments.

Unit 5: Performance Reporting, Dashboards, and Service Improvement

- Designing performance dashboards using EDRMS data outputs.
- Interpreting reports for operational and strategic decision-making.
- Using analytics to identify service performance improvement areas.
- Translating records intelligence into actionable business insights.
- Monitoring service efficiency through automated reporting tools.
- Enhancing organizational transparency through visual performance data.
- Supporting continuous improvement initiatives with records analytics.
- Aligning performance reporting with organizational goals and KPIs.

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Final Insights & Key Takeaways

Effective performance measurement in service organizations depends on the intelligent use of structured records and digital systems. Integrating EDRMS with performance analysis enables organizations to achieve higher efficiency, compliance, and service excellence.