

PROGRAMA

IDENTIFICAÇÃO

DISCIPLINA: MENSURAÇÃO DE DESEMPENHO

CÓDIGO:

DEPARTAMENTO: **Departamento de Administração (DADM)**

ÁREA: **Finanças e Contabilidade**

CARGA HORÁRIA TOTAL: **60 h**

NÚMERO DE CRÉDITOS: 04

CARGA HORÁRIA SEMANAL: **4 h**

TEÓRICAS: **60**

PRÁTICAS: **0**

PROFESSOR: Antônio André Cunha Callado

EMENTA

Introdução à medição de desempenho. Sistemas de mensuração de desempenho. Categorias de métricas. Modelos de medição de desempenho para empresas. Desempenho de cadeias de suprimento. Desempenho de novas formas organizacionais. Críticas e limitações da mensuração de desempenho.

CONTEÚDOS

Unidades e conteúdos

I. Sistemas de mensuração de desempenho.

II. Métricas e desempenho.

III. Desempenho em cadeias e redes e empresas.

BIBLIOGRAFIA

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GAIARDELLI, P; SACCANI, N; SONGINI, L. Performance measurement of the after-sale

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KAPLAN, R. S.; NORTON, D. P. The balanced scorecard measures that drive performance. *Harvard Business Review*, v. 70, January/February, 1992.

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1. **OBS.:** Outros textos e sites serão indicados ao longo da disciplina