

# MANAGERIAL FUNCTION IN THE PROCESS OF EFFICIENCY MONITORING AND MEASUREMENT<sup>1</sup>

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## Abstract

One of the structural sections in control process model is monitoring and measuring of the processes. Under this model, the process manager can control processes, this means, he can systematically monitor and assess the efficiency of processes and pursue a correction action in the case he finds out incongruity within required outputs. Feedback advises, whether the process of control is harmonious and perfect. This article reports the summary of the universal figures and methods, which should be not only known, but also applied by process managers. Within those indicators we can name the time realization of product, process costs, OEE, indices level of satisfaction and loyalty consumers, benchmarking etc. Other methods and approaches used to process monitoring and measuring are the abnormalities control, Six sigma, EFQM model etc.

**Keywords:** Quality control process, universal indicators efficiency of process, basic approaches to monitoring and measuring of the processes.

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<sup>1</sup> **Monitoring is applied predominantly** to phenomena and qualities which are very difficult to measure such as behaviour, conduct, creativity, reaction, adaptability, thought, flexibility, sense of responsibility, motivation, cooperation, loyalty, etc.

**Measurement is applied predominantly** to relations between X factors (raw materials, materials, processes ...) and their impact on Y factors (customer satisfaction, company returns, losses, expenses, etc.). The **subjects of measurement** are: predictors, results, efficiency and effectiveness.