

41082 Manage resources and processes to enhance an entity's performance

Kaupae Level	5
Whiwhinga Credit	15
Whāinga Purpose	<p>This skill standard is intended for current managers and aspiring managers.</p> <p>This skill standard will provide learners with the knowledge and skills to manage and evaluate resources and processes to enhance an entity's performance.</p> <p>This skill standard can be used within programmes leading to the New Zealand Diploma in Business (Level 5) [Ref: 2459] – strand in Management, other Management programmes or in other credentials.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Manage resources within scope of role to enhance performance for an entity.	a. Apply resource management principles to manage resources and enhance an entity's performance within scope of role and responsibility.
	b. Implement and monitor performance metrics to manage resources.
2. Manage processes to enhance performance for an entity.	a. Manage and adapt processes and workflows to meet an entity's performance objectives.
	b. Manage and implement opportunities for an entity's systems improvement and optimisation.
3. Evaluate management of resources and processes to enhance performance of an entity.	a. Evaluate the effectiveness of managing resources and processes in enhancing an entity's performance.
	b. Recommend improvements to enhance an entity's performance and efficiency of resources and processes.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Assessment must be conducted in real business context(s) and/or based on scenario(s) which must reflect the requirements and practicalities for conducting business in Aotearoa New Zealand.

Assessment materials should allow for learner, regional, cultural, or community contexts. For example, a learner may wish to be assessed in a context that includes te ao Māori perspectives such as mātauranga, and tikanga specific to them. Assessment materials refer to the assessment activities, judgement statements, learner evidence, model answers, and any other material that supports assessment to this standard.

The task or activity may relate to Te Tiriti o Waitangi. For guidance on Te Tiriti o Waitangi, please see [programme guidance documents](#).

Definition:

Systems improvement and optimisation refer to the enhancement and refinement of organisational processes and systems to improve efficiency, effectiveness, quality, and performance outcomes.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Managing resources

- types of resources
 - people
 - systems and information technology
 - finances
 - workload
 - facilities and plant
 - equipment
 - assets
 - environment.
- resource management principles
 - optimising resources
 - allocating resources based on priorities and capacity
 - meeting compliance with legal, regulatory, and entity requirements
 - ensuring industry or entity best practice and best fit.
- performance metrics
 - budgets
 - key performance indicators (KPIs)
 - targets
 - strategic and operational objectives
 - profitability and sales
 - project objectives.
- stakeholder engagement.

Managing processes

- processes
 - productivity within scope, resources, and time
 - managing people in different workplace environments (remote or office-based)
 - managing people with different types of employment contracts
 - permanent
 - full-time
 - part-time
 - contractors.
 - performance metrics
 - budgets
 - KPIs
 - targets
 - strategic and operational objectives
 - profitability and sales
 - project objectives
 - financial viability
 - IT processes.
- managing workflows
 - time management
 - resource allocation
 - process flow charts
 - managerial responsibilities.
- systems optimisation
 - limited down-time
 - maximise contact time
 - effective use of resources.
- impact of change
 - compliance
 - quality
 - risk.
- stakeholder engagement.

Evaluation of management of resources and processes

- evaluation frameworks
 - benchmarking
 - cost-benefit analysis
- reporting and administration

- stakeholder engagement.

Rauemi | Resources

- Authors of reflective practice models: Gibbs' Reflective Cycle (1988); Kolb's reflective model (1984); Johns' Model for Structured Reflection (2000).
- Business.Govt – [Operations strategy](#).
- Lumen Learning – [Principles of Management](#).

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Services Industry Skills Board
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Business > Business Operations and Development > Systems and Resources Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0112

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	26 February 2026	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2030		

Please contact Services Industry Skills Board at qualifications@servicesisb.nz to suggest changes to the content of this skill standard.