

Management Matters, Revisited (Notes)

Question posed to class: What would you include in the core set of management best practices for organizations active in global health delivery?

General categories

- Data and its associated insights
- HR and organizational culture / community
- “Basic” hygiene/safety
- Standard processes and management of these processes
- Physical design
- Strategy and problem solving
- Fundraising

Detailed examples of management best practices observed (or not) in the field

- Showcasing star performance, both in management and frontline
- Organizational chart
- Basic computer literacy among all staff who may need to interface with computers, not just having an IT person
- Data: electronic, or at least a filing system for paper data
 - o Must also be able to display the data and use it for making decisions (dashboarding)
- HR: Performance management at the unit level; job description and criteria
- Basic quality of hygiene (e.g., Purell, available and clean bathrooms and washing facilities, washing stations/running water within facilities)
- Smart floorplans/use of space
- Effective project planning and long term thinking, alignment with respect to strategy
- Knowing who your customer is: how do you get them to provide useful feedback and marketing tools
- Inventory management
- Standard Operating Procedures: formulate them and revisit, establish a process to change when needed
 - o Process for improving issues and problem-solving
- Aligning incentives within organization and across the value chain
- Fundraising: “time/\$ donated” metric to evaluate time spent on a donor or other methods to quantify value of time spent on raising money, which appears to be a very inefficient process
- Empathy for others in your organization

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