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# University of Pretoria Yearbook 2017

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## Public management 310 (OPB 310)

<b>Qualification</b>	Undergraduate
<b>Faculty</b>	<a href="#">Faculty of Economic and Management Sciences</a>
<b>Module credits</b>	24.00
<b>Programmes</b>	<a href="#">BAdmin Public Management Public Administration</a>
<b>Prerequisites</b>	Only available to BAdmin in Public Management (Option: Public Administration) students.
<b>Contact time</b>	3 days - 8 hours per day
<b>Language of tuition</b>	Module is presented in English
<b>Academic organisation</b>	School of Public Man + Admin
<b>Period of presentation</b>	Semester 1

### Module content

\*Only available to BAdmin in Public Management (Option: Public Administration) students.

Students are exposed to specific modern public management techniques aimed at effective management and performance, including business process re-engineering, total quality management and service orientation. The focus is on quantitative techniques such as decision trees, scheduling, controlling charts, simulation and network techniques, as well as on qualitative techniques such as think tanks, task teams and management by exception. Building an innovative public sector organisation - the reengineering approach to management. Total Quality Management.

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