

Controlling

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Definition



- **Controlling is the last step in the management process>It is the use of formal authority to assure the attainment of the purpose of action to the fullest extent possible. It involves setting standards, measuring performance against those standards, results, and corrective action**

Definition



- **Is the measurement and correction of the performance in order to make sure that the organizational objectives and plans devised to attain them was accomplished.**

Controlling Process:



- Establish standards for all elements of management in terms of expected and measurable outcomes.
- Apply the standards by collecting data and measuring the objectives of nursing management, comparing standards with actual care.

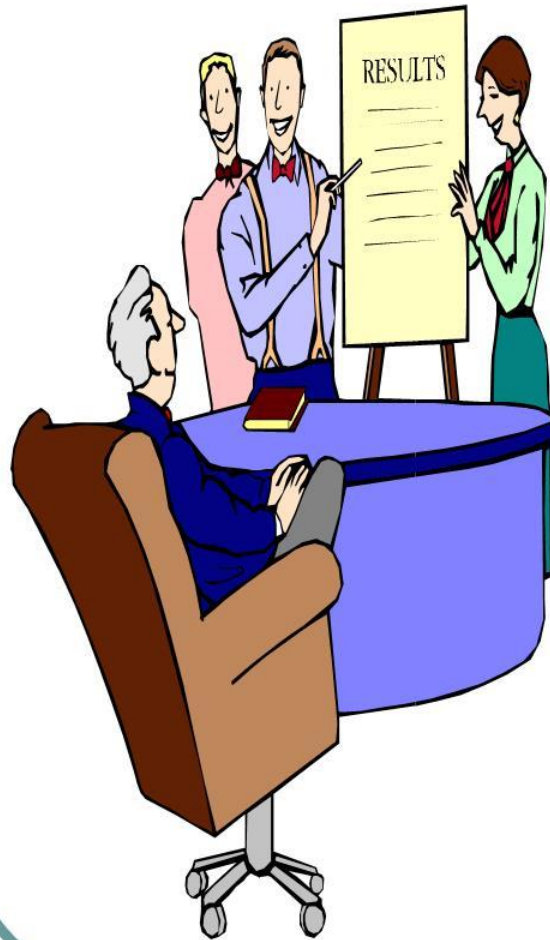


- **Make any improvements deemed necessary from the feedback.**
- **Keep the process continuous for all areas including:**
 - **a. Management of the nursing division, and each subunit.**
 - **b. Performance of personnel**
 - **c. Nursing process/product**

- This may be expressed as a formula
- **SS + Sa + F + C = I**
- **Standard set + Standard applied + Feedback + Correction will yield Improvement.**

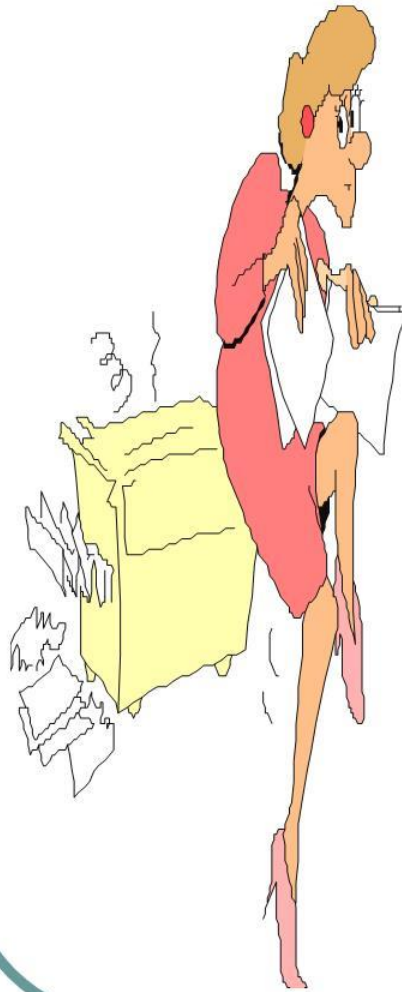
Characteristics of Good Controlling System

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- **Good controlling system should**
- **Reflect the nature of activity**
- **Report errors promptly**
- **Point out exceptions at critical points**
- **Be objective**
- **Be flexible**
- **Reflect the organizational pattern**
- **Be economical**
- **Be understandable**
- **Indicate corrective action.**

Controlling Techniques:



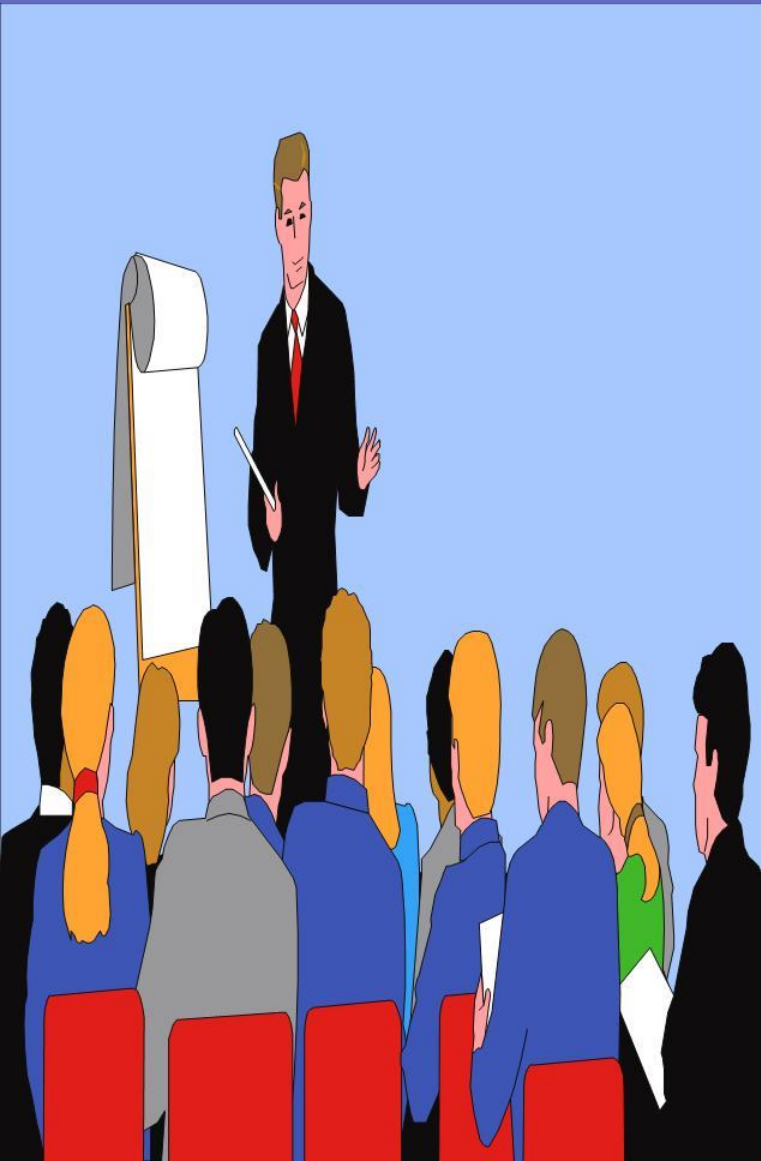
The Importance of controlling techniques:

Adequate control is important for numerous reasons:

- The proper use of the right techniques facilitates control.
- Helps managers to communicate with others both inside and outside the organization

Types of Controlling Techniques: Budget

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- **Budget is a plan that expressed in quantitative term. It is numerical expression of expected income and planned expenditures for an organization for expected period of time.**

Types of Budget



Financial Budget: ●

- It details where the organization intends to get its cash for the coming period and how it intends to use it. It is divided into
 1. Cash flow budget.
 - It outline precisely where money will come from and how it will be used for the coming period (usually a quarter or a year).
 2. Capital expenditure budget:
 - It is used to plan for the acquisition of such major assets as new equipment, entire plants, and land.

Types of Budget



- **Operations Budget:** They present the various details of operations in financial terms. It includes personnel salary, employee benefits, supplies (medical-surgical and office), heat, light, house keeping, laundry services, drugs and pharmaceutical supplies, repair and maintenance, in-service education, travel to professional meetings, educational leaves, book and periodicals.