

QSO 300 Short Paper Guidelines and Rubric

Overview: Based on the readings and your own independent research, this short paper will be used so you can explore the course content deeper and apply key concepts and theories learned in your readings.

Prompt: Develop a listing of what you believe are the most important metrics for operations managers. (Hint: Be sure to consider the triple bottom line.) How does each metric support the overall financial performance of the organization? What data would be used to support this metric and how would you ensure that the data are of sufficient quality? How does data analytics support your metrics? Be sure to fully explain your rationale for selecting these metrics.

Guidelines for Submission: Considering the concepts learned in this lesson and throughout the course, submit a short paper response to the above prompt. Your paper must be 2–3 pages in length, with double spacing, 12-point Times New Roman font, one-inch margins, and at least three sources cited in APA format.

Critical Elements	Exemplary (100%)	Proficient (85%)	Needs Improvement (55%)	Not Evident (0%)	Value
Chosen Metrics	Meets “Proficient” criteria and justifies why these metrics might be superior to other metrics identified by the student	Develops a comprehensive listing of metrics for operations managers, taking the triple bottom line into consideration, and explains why these metrics were chosen	Develops a list of several metrics used by operations managers and does not fully explain rationale for selection of these metrics	No appropriate metrics are identified	20
Performance	Meets “Proficient” criteria and describes unique means of supporting the sustainability of the organization	Justifies how each metric supports the overall financial performance of the organization in consideration of appropriate elements of the triple bottom line	Minimally describes how several of the metrics support financial performance	Does not identify how any of the metrics support financial performance	20
Data	Meets “Proficient” criteria and describes outcomes of using inappropriate, inadequate, or otherwise poor-quality data	Describes the data used to support metrics and how a company can ensure that the data are of sufficient quality	Insufficiently describes the data that could be used to support the metrics	Does not identify appropriate data sources	20
Analytics	Meets “Proficient” criteria and also describes how data analytics can be used to improve the identified metrics	Describes how a company can use data analytics to create and measure the metrics identified by the student	Insufficiently describes ways that data analytics can be used in a company	Does not address the role of data analytics	20
Articulation of Response	Submission is free of errors related to citations, grammar, spelling, syntax, and organization and is presented in a professional and easy-to-read format	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	20
Total					100%