

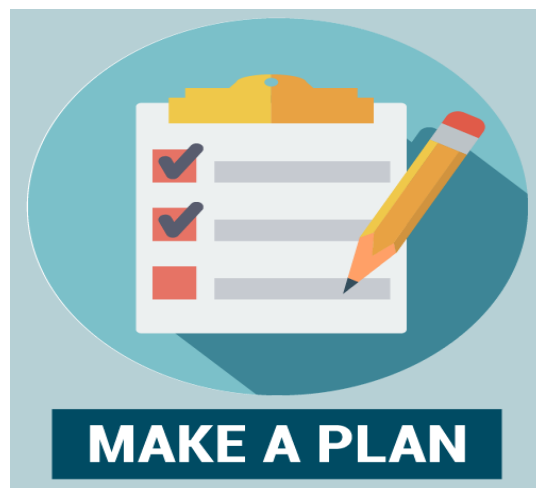


Roles and Duties of the Person in Charge of Operational Management

The person in charge of Operational Management is a core person within the organization who is responsible for organizing and coordinating Operational Management tasks. Furthermore, the person in charge of Operational Management shall oversee the work of the departments under their responsibility to ensure efficiency, effectiveness, and economy in the implementation of the officials' work. Therefore, to ensure efficiency, effectiveness, and economy in Operational Management, the person in charge of Operational Management has four major duties as follows:

1) Planning

Planning is a primary task of the person in charge of Operational Management, requiring the definition of detailed work activities and the appropriate allocation of resources to achieve the organization's goals and objectives within a specific timeframe. Therefore, the person in charge of Operational Management shall prepare high-quality plans by clearly defining indicators and expected results to assist the implementing officials in performing their duties with efficiency, effectiveness, and economy.



2) Work Allocation and Personnel Assignment

The person in charge of Operational Management shall clearly assign the officials in charge for implementation to ensure that work programs are completed according to the established plan. Therefore, the person in charge of Operational Management shall organize the division of labor and assign officials based on their specific knowledge, skills, and professional experience. This is to ensure efficiency in implementation and the successful achievement of all goals defined within the plan.



3) Regular Coordination and Monitoring

The person in charge of Operational Management shall regularly coordinate and monitor the work implementation of officials through guidance and the provision of constructive feedback. This is to ensure that the official in charge operate in accordance with the established plan and the organization's Standard Operating Procedures (SOPs), ensuring that their work achieves the expected results with efficiency, effectiveness, and economy. In cases where the performance of the official in charge is not yet satisfactory, the person in charge of Operational Management may provide further feedback and additional instructions to ensure compliance with the plan and operational procedures.



4) Performance Evaluation of Official in charge and Established Plans

Through monitoring and supervision, the person in charge of Operational Management shall evaluate the work performance of the official in charge against the established plan. This involves measuring and assessing all work activities based on three criteria:

1) implementation characterized by efficiency, effectiveness, and economy; 2) whether the officials performed their tasks according to the organization's mechanisms or Standard Operating Procedures (SOPs); and 3) whether the implementation successfully achieved the organization's objectives.



Written by: **Mr. Cheun Vannarith**

Reference: **The Excellence of Operation Management by Internal Audit Unit of F.S.A.**

