Key

Indicator

KPI

Performance

Certificate in Key Performance Indicators

(5 Days Training Course)

ACS REGISTRARS ISO 29990

ACS REGISTRARS Quality Assurance ISO 9001

ilm Approved Centre

PMI Registered Education Provider Project Management Institute

bci Business Continuity Institute Corporate Partnership

informatech

Why Attend

More than ever, professionals in all types of businesses, public or private, are realizing that what gets measured gets done and what gets done well gets rewarded. This course aims at providing participants with the science of translating input and output to outcome. Through a series of case studies and workshops, the course helps participants learn and apply the fundamentals behind developing robust key performance indicators (KPIs) in all functions across all levels.

Numerous case studies and statistics have shown that achievement of strategic and operational goals have a much greater level of success when these goals are measured with the right KPIs. These KPIs will ensure that progress is measured towards the goal and will check to see if the goal is effectively achieved.

In this course participants will discover the world of KPIs, their types, uses and how they relate to each aspect of the business. They will master the step-by-step approach to developing the right KPIs and the proper dashboards or scorecards needed for monitoring and reporting these KPIs to their line managers.

Course Methodology

The course enables the participant to practice the analysis and development of all types of KPIs through a series of workshops. The workshops are team based and use customized case studies that provoke the thought process for KPI development. In addition, a number of real world case studies of KPI use will be discussed and analyzed. Participants will also be provided with an Excel template for KPI scorecard development in addition to a KPI system self assessment and other practical checklists.

Course Objectives

By the end of the course, participants will be able to:

Design the performance measurement system using acquired knowledge in KPIs, their role, types and uses
Analyze and develop the most important KPIs relevant to stakeholders and customers
Analyze and develop the most important KPIs to drive internal quality and productivity
Effectively manage the KPI measurement process in all phases
Employ tools to ensure the success of the KPI implementation project

Target Audience

All managers and senior professionals who are involved in influencing, formulating or supporting the long term planning and strategy of their department or organization, as well as those who are responsible for linking, measuring and improving the performance of the organization, including strategy or performance management professionals, balanced scorecard course managers, business unit and department managers and business analysts.

Target Competencies

KPI development and use
Systems thinking
Performance management
Change management
Proactive thinking
Problem solving
Results orientation

The Diverse World of KPIs

Explaining KPIs and Their Crucial Role in Managing Performance
Designing a World-Class KPI Measurement System to Guide the Right Organizational Decisions
Defining Effective KPIs to Address the Needs of All Key Stakeholders
Differentiating Between Types of KPIs and Their Cause-Effect Relationships
Spotting Problems with KPI Measurement Systems and Identifying Solutions

Selecting "Mission Critical" Outcome KPIs

Evaluating Your Existing KPI Measurement System For Enhancement Opportunities
Using KPIs in Different Management Areas to Target Performance Plans
Defining Financial KPIs to Measure Outcome-Based Goals
Defining Customer Value and Satisfaction KPIs that Result from Operational Excellence

Selecting "Mission Critical" Enabler KPIs

Defining Product and Service Quality KPIs that Target Optimal Industry Standards
Defining Process and Operational Efficiency KPIs that Drive Internal Activities
Defining Human Capital Performance and Satisfaction KPIs that Support a High Performance Culture

Succeeding in the KPI Implementation Project

Gaining Senior Team Commitment to Drive Execution and Show Commitment
Establishing a Winning KPI Team That is Diverse and Complementary in Skills
Embedding a Results-Oriented Culture for the KPI Project
Setting Up the Right KPI Development Strategy Tailored to the Organization and Its Culture
Marketing the KPI System to All Employees to Ensure Proper Understanding of Their Roles
Facilitating the Use of KPIs by Teams in their Working Environments
Refining KPIs to Maintain Their Relevance in Line with Strategic Pressures

Managing the KPI Measurement Process

Linking KPIs to Strategy to Ensure Measurement of the Right Things at the Right Time
Designing the Interlinked KPI Measurement System
Benchmarking and Developing Inspiring Targets
Collecting and Analyzing KPI Measurement Data
Reporting KPI Results Using Dashboards that Fit Management's Expectations
Boosting Performance-Based on Achieved Results