

Location	Start Date	End Date	Fee
Salalah, Oman	30 July	31 July	OMR 595

Brochure Summary

Practice your skills and apply KPI best practices in a rigorous performance management framework

Benefits of Attending

- Apply best practice techniques for KPI selection
- Identify solutions for overcoming the main challenges in setting targets
- Structure the data gathering process
- Perform an in-depth KPI results analysis

Who Should Attend?

- Professionals interested in measuring performance
- Top/middle/lower management professionals
- Executives or operational managers
- Finance Directors
- Human Resources Directors
- Production & Logistics Professionals
- Information technology Professionals
- Marketing & Operations Directors

Course Outline

Day 1 (09:00-16:30)

Understanding KPIs

- [Activity: Define KPIs and the Balanced Scorecard](#)
- Performance management tools
- Metrics, KPIs, KRIs and predictive analytics
- The role and value added by KPIs
- KPI naming standards
- KPI typology
- [Activity: Use value flow analysis as a KPI selection technique](#)

Selecting the right KPIs

- [Activity: Discuss on the importance of setting objectives in KPI selection](#)
- KPI implementation project planning
- KPI selection techniques
- KPI selection criteria
- KPI balancing
- KPI selection workshop
- [Activity: Practice the KPI clustering process](#)

KPIs in context

- [Activity: Practice cascading objectives and KPIs to the employee level](#)
- Organizational, operational and employee KPIs
- KPIs as part of process management
- KPIs for Service Level Agreements

- KPIs for Supplier Performance
- Activity: Create a KPIs architecture

KPI selection in given contexts

- Activity: Practice KPI selection in functional areas
- Activity: Practice KPI selection in industries
- Activity: Practice KPIs selection according to timeliness
- Activity: Practice KPIs selection according to quality
- Activity: Practice KPIs selection according to effectiveness

Day 2 (09:00-16:30)

KPI documentation and target setting

- Activity: Practice target setting
- Functions and design of the KPI documentation form
- Organizational KPI libraries
- Approaches to target setting
- Activity: Analyze negative behaviors associated with linking bonuses to targets

Data visualization – scorecard & dashboard design

- Activity: Debate on best practices in data visualization
- The role of scorecards, dashboards and healthograms
- Rules for creating relevant performance reports, scorecards and dashboards
- Graphs selection
- Usability in terms of visual design
- Activity: Analyze a scorecard and a dashboard from a visual perspective

KPI data gathering

- Activity: Explore relevant software and hardware solutions
- Consistency in data quality and KPI measurement
- Best practices in KPI measurement
- The KPI data gathering process
- KPI data source taxonomy
- KPI activation tools and techniques
- Activity: Evaluate the performance measurement capability and maturity

KPI analysis levels

- Activity: Interpret KPIs results analysis
- Activity: Make decisions regarding KPIs renewal
- Activity: Compare KPIs through benchmarking
- Activity: Practice KPI modelling

Review and Learning Assessment Quiz

- Course review
- Learning outcomes
- Learning Assessment Quiz

Workshop Outcome

- Develop an effective KPI Performance Management Architecture;
- Adopt a rigorous approach by getting updated with the latest trends in working with KPIs;
- Improve your performance measurement efficiency by practicing a variety of techniques to ensure the best KPI

selection process;

- Work with specific tools that will help you implement a KPI Management Framework.

Investment

- OMR 595
- USD 1,550
- Group discounts can be discussed.

Terms & Conditions

Full payment is required prior to the event.

The course language will be English.

Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less \$400 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

Payment is by Bank Transfer

Please indicate which currency you wish to pay in: AED US Dollars Euros Pounds Sterling

Full payment details will be sent to you on your invoice

Do you need any clarifications?

For registration or clarifications:

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