

Key Performance Indicators Masterclass

Date: 24th to 25th February 2019

Location: Muscat, Sultanate of Oman



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

Course overview

The KPI Masterclass provides participants with an in-depth synthesis of key performance management trends and practices. It focuses on the essential tools and techniques that must be implemented for a successful performance management architecture.

WHAT

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

WHO

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

WHY

- 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

TO REGISTER

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Agenda

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

Organize this training course in-house

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