Developing and Managing Impactful Key Performance Indicators

Do you know whether your current KPIs truly measure what matters most to your organisation?

What if the right KPIs could align your people, processes, and strategies to drive real results?

Are you ready to transform KPIs from routine metrics into powerful tools for growth and excellence?

Introduction

Every organisation aspires to achieve outstanding market performance. Performance management is both a strategy and an integrated approach to achieving organisational success by enhancing performance and developing the capabilities of teams and individuals. A successful organisation has a culture of establishing clear expectations for organisational performance and doing structured evaluations and monitoring to ensure that these objectives are satisfied. By integrating functional/departmental teams and individual employee achievements with the organisation's objective and vision, a performance management process provides the foundation for recognising excellence. Key Performance Indicators (KPIs) are applicable at both the individual and organisational levels. At the organisational level, a Key Performance Indicator (KPI) is a quantitative indicator that demonstrates how effectively a company is reaching its stated goals and objectives. At the employee level, KPI evaluations are a proactive technique for managing employee performance towards desired outcomes. For organisations to achieve outstanding performance, individual and corporate objectives must be aligned. Good key performance indicators are specific, measurable, connected with the organisation's goal, and support the development of strategies and plans. This two-day training session integrates balanced scorecard and performance management (KPIs) ideas, providing an understanding of strategy formulation, team/function objective development, and individual evaluation KPIs.

Objectives and Learning Outcomes

- Apply the knowledge and skills to the development process of key performance indicators for your organisation
- Deploy and manage key performance indicators for your organisation
- Understand the critical drivers to ensure the successful implementation of performance measurement in your organisation

Who should attend?

This course is intended for top management, senior managers, and executives who are responsible for establishing, leading, and overseeing the implementation of the organisation's performance measurement programme.

Methodology

Lecture, forum, focus group, simulation, demonstration, gamification and case study

Program Outline

Day 1: Establishing KPIs

Introduction To The World Of KPIs
- Challenges In Performance Measurement
- Key Performance Indicators Concept Map
- Strategy And Performance Management Terminology Review
- KPI Historical Overview And Current State Of Practice
- Management Theory Informs The Value Added By Using KPIs

The Pillars Of KPI Architecture
- Interdisciplinary Systemic Worldview (Weltanschauung)
- KPI Lifecycle
- KPI Use Case Scenarios
- KPI Architecture Toolkit
- KPI Architecture Skills Map
- KPI Architect's Role In The World Of KPIs

KPI Selection
- KPI Typology
- Sources Of Relevant KPIs
- Essential KPI Examples
- The Generic KPI Selection Process
- KPI Toolkit Spotlight: KPI Filtering Criteria
- KPI Selection Based On Use Case Scenarios

Day 2: Activating KPIs

KPI Documentation
- Functions Of The KPI Documentation Form
- KPI Documentation Form Design
- KPI Documentation Process
- Functions Of The Organisational KPI Library
- Approaches To KPI Target Setting
- Target Setting Process

Data Visualisation: Designing KPI Dashboards And Scorecards
- Good Practice In Data Visualisation
- KPI Toolkit Spotlight: The Balanced Scorecard
- KPI Toolkit Spotlight: The KPI Dashboard
- KPI Toolkit Spotlight: The Performance Health Program

KPI Data Gathering And Reporting

- The KPI Data-Gathering Process
- KPI Data Sources Taxonomy
- KPI Activation Tools And Techniques
- Business Analysis Techniques
- Report Compilation
- Initiative Management (Documentation And Progress Review)

Day 3: Generating Values With KPIs

KPI Management Enablers: Software, Hardware, Communication And Culture
- Overview Of The KPI Software Marketplace
- Overview Of KPI Hardware Marketplace
- KPI Results From Communication Tools Taxonomy

Generating Value From Using KPIs
- Building Organisational Performance Measurement Capability
- The Performance Measurement Maturity Model
- Benchmarking Typology
- Pay For Performance And Kpis
- The Human Aspects Of Performance

Measuring And Learning With KPIs
- Review Of The Performance Management Toolkit Components
- Review Of The KPI Toolkit Components
- Review Of Course Content
- KPI Professional Certification Test
- Questions And Answers / Free Discussion