

KPI: MEASURE WHAT REALLY MATTERS

The Secret to Developing Effective KPIs

Key Performance Indicators (KPI) mean various things to different leaders, almost to the point that organizational leaders aren't sure what defines a KPI and what doesn't.

This workshop 'MEASURE WHAT REALLY MATTERS: The Secret to Developing Effective KPIs' is a two-day, skill-building workshop with intensive use of applied theory and comprehensive hands-on exercise by the participants. The program is highly participatory, personalized, and engaging.



The idea of a Key Performance Indicator (KPI) simply reflects the notion that some of the aspects of organizational performance requiring improvement or maintenance are more important than others. When a range of these important aspects are selected and a measure has been determined, a set or system of KPIs exists.

The focus of KPIs, therefore, is either on the aspects of organizational performance that require improvement, or on the aspects that must be kept within a specified level to ensure continued success of the organization.

OBJECTIVE

In this program, you will learn:

- The **stages** of Performance Management Cycle
- The **meaning** and **importance** of KPI
- How to use KPI to help them **achieve** their **objectives**
- The important **steps of developing** KPI
- The **right way to implement** and **evaluate** the **effectiveness** of KPI

WHO SHOULD ATTEND

Senior Executives, Middle Managers, Departmental Heads, Management Staff and anyone involved and interested in Performance Management.

COURSE APPROACH

- 15% Interactive lecture in an engaging atmosphere.
- 70% Case studies, Games, Role Plays, Movie Clips, participative fun activities including personality profiling (HANDS ON).
- 15% Group discussions and group presentations.

COURSE OUTLINE

Module 1

- Performance Management
- The Performance Management Cycle involves Four Stages
- The Most Important Objectives of PMS
- Definition of Balanced Scorecard
- BSC – a tool
- What Are Key Performance Indicators (KPI)

Module 2

- Why Performance Measures
- Why use KPIs
- Why Not Measure Everything
- Designing Good KPIs
- KPIs versus Metrics
- Basic Rules for Developing Metrics
- Data Quality Metrics
- Lag, Lead & the Planning Hierarchy
- How to Know What to Measure

Module 3

- Basic guide to developing KPI
- The Planning Hierarchy
- How to construct the Performance Plan: A Four Step Process
 - ✓ *Step 1 – Agreeing Upon Key Result Areas*
 - ✓ *Step 2 - Agreeing Upon Performance Objectives*
 - ✓ *Step 3 - Agreeing Upon Key Performance Indicators (KPIs) and Their Associated Performance Targets*
 - ✓ *Step 4 - Agreeing Upon Action Plans*
- KPI Template

Module 4 – Step 1

- Definition of Key Result Area (KRA)
- Common KRAs
- What are the questions to ponder before identifying suitable KRAs

Module 5 – Step 2

- Agreeing Upon Performance Objectives
- What is a SMARTER objective
- How to write relevant objectives

Module 6 – Step 3

- Agreeing on KPIs and Performance Targets
- The 2 components of KPIs
- How to set performance /work standards?
- Common performance measures samples
- What is performance target
- How to determine the right target?
- Considerations in determining targets
- What are the target units?
- What is target rating
- How to find and use data tracking source

Module 7 – Step 4

- What does an action plan constitute?
- What must be included in the action plan