

IMPROVING THE ORGANISATION THROUGH KEY PERFORMANCE INDICATOR (KPI)

INTRODUCTION

Monitoring and evaluating an Organisation is fundamental to the success of every Organisation. However, the Organisation must ensure that measurement done helps them meet their Objectives. A good performance management system ensures that this process is tied to the Organisational well being.

Key Performance Indicators (KPIs) is one important tool both for translating strategy into action and for monitoring progress at a strategic level. This has now been recognised widely in Organisations and companies are in the process of designing and implementing KPIs in the form manageable to their employees.

KPI helps the Organisation define and measure progress towards Organisational Goals or Key Results Areas (KRAs). Once an Organisation has set its Vision and analysed its mission, identified all its stakeholders, and defined its goals, it needs a systematic way to measure the progress towards those Goals. KPIs are those measurements.

KPIs are organised data collecting and collating, where the Organisation can monitor and evaluate their progress to drive for continuous improvements towards meeting their Objectives and fulfilling their KRAs.

This consultancy/ workshop is designed for key personnel to understand a holistic approach towards establishing, implementing and monitoring KPIs throughout the Organisation.

COURSE OBJECTIVES:

- ❖ Create awareness on the development of the Performance Management
- ❖ Understand the Characteristics and Use of KPI
- ❖ Review various KPI and KRAs examples in practise

COURSE OUTLINE

Part 1: Basic Concepts in KPI Development

1 Setting the Scene

What are KPIs?

Why Measure Performance?

KPIs – What is the Simplest Way to Develop Them?

Activity, Efficiency, Effectiveness – What is Being Measured

Properties of Good KPIs

Performance Stories

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2 The Roles of KPIs in Performance Management

Technical vs. Management Issues Surrounding KPIs

The Roles of KPIs

Two Factors Describing The Roles of KPIs

Guiding Principles for Determining Strategic Drivers

Part 2: Managing With Metrics

3 The Core Processes

Core Processes

Why Bother With Core Processes?

Private Sector – Core Processes

Designing Management Reports Around Core Processes

4 Applying Measurement

Practical Issues With Measurement

KPI Hierarchy

Guiding Principles for KPIs

Lead and Lag Indicators

Targets

Performance Evaluation

COURSE DURATION:

2 Days

TARGET GROUP

Managers and Section Heads who are involved in the Strategic Planning of the Organisation or their Department/ Section.