

## Port Performance Measurement with KPIs

12 – 16 April 2027  
Lisbon (Portugal)

UK Traininig

# PARTNER



## Port Performance Measurement with KPIs

**Ref:** 3254970\_327592 **Date:** 12 – 16 April 2027 **Location:** Lisbon (Portugal) **Fees:** 5200 GBP

### Introduction

In today's competitive and performance-driven environment, port authorities must implement effective performance measurement systems to ensure accountability, strategic alignment, and continuous improvement. This course focuses on building a comprehensive understanding of Key Performance Indicators KPIs and their application across port functions to drive operational and strategic excellence.

### Course Objectives

By the end of the course, participants will be able to:

- Understand the role of KPIs in organizational performance and governance
- Identify core KPIs across operational and support departments e.g., HR, Procurement, Logistics, Operations
- Align departmental KPIs with the port authority's strategic goals
- Use KPI data for evidence-based decision making
- Design dashboards and reporting structures to support transparency and accountability
- Foster a performance-oriented organizational culture
- Benchmark KPIs with global port and public sector standards to promote innovation and improvement

### Course Outlines

#### Day 1: Understanding the Foundations of KPIs

- Definition and importance of KPIs in public sector and port operations
- Role of KPIs in performance management and governance
- Characteristics of effective KPIs SMART criteria
- Strategic relevance of KPIs to organizational excellence

#### Day 2: Identifying KPIs Across Port Authority Functions

- KPIs for core operational areas e.g., terminal operations, cargo handling
- KPIs for support departments e.g., HR, finance, procurement
- Differentiating between leading and lagging indicators
- Common challenges in defining and applying KPIs

A graphic featuring a chessboard with several chess pieces (a king, a queen, and a pawn) and the text 'UK Training PARTNER' in a bold, sans-serif font. The background includes concentric circles and a checkered pattern.

### **Day 3: Strategic Alignment and Performance Cascading**

- Linking KPIs to the strategic vision and goals
- Cascading KPIs through departments and individual roles
- KPI ownership and responsibility
- Risks of misaligned or siloed KPIs

### **Day 4: Monitoring, Reporting & Performance Accountability**

- KPI data sources and collection methods
- Frequency and methods of reporting
- Visualizing performance: dashboards, scorecards, and executive summaries
- Communicating KPI results effectively to stakeholders

### **Day 5: Benchmarking, Culture & Continuous Improvement**

- KPI benchmarking: comparing with local and global standards
- Using KPIs to drive a culture of performance and transparency
- Adjusting KPIs for evolving goals and innovation
- Avoiding KPI misuse or manipulation

### **Why Attend this Course: Wins & Losses!**

- Learn how to design and implement effective KPIs — or continue relying on outdated evaluation systems
- Align performance with strategic objectives — or risk organizational fragmentation
- Use data to make informed decisions — or keep making unmeasured, inefficient choices
- Develop transparent reporting systems — or face stakeholder miscommunication and loss of trust
- Build a culture of performance — or maintain an unmotivated and underperforming workforce
- Benchmark with global best practices — or fall behind in innovation and operational excellence

### **Conclusion**

By completing this course, participants will gain a holistic understanding of how to use KPIs as a strategic tool to improve efficiency, transparency, and governance within port authorities.

**Whether the goal is to enhance operational performance, align efforts with broader objectives, or foster a culture of continuous improvement, this program provides a practical roadmap to achieve institutional excellence.**

The graphic features the text 'UK Training' in a small font above the word 'PARTNER' in a large, bold, black font. The background is a stylized chessboard with several chess pieces (a king, a queen, and a pawn) and concentric circles emanating from behind the king piece.

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