

## Key Performance Indicators (KPIs) & Optimisation

*Cape Town (South Africa)*

*28 October - 1 November 2024*

UK Training

**PARTNER**

## Key Performance Indicators (KPIs) & Optimisation

Code: LM28 From: 28 October - 1 November 2024 City: Cape Town (South Africa) Fees: 3700 Pound

### Introduction

This program is made up of hands-on workshops and is designed to enable anyone involved with developing performance measures to learn best practices so they can more effectively and efficiently develop, deploy, and manage KPIs. Participants will understand the important business drivers that ensure a successful performance measurement system implementation. Participants will contribute to organizational success by measuring what matters most and apply it to what they learned to their own organization's performance measurement architecture.

### Course Objectives of Key Performance Indicators KPIs & Optimisation Workshop

- Recognize performance management as a key strategic and competitive differentiator
- Understand the theory and application of corporate performance management through Balanced Scorecards BSCs and other frameworks for developing KPIs
- Create buy-in and a culture of continuous performance improvement to enthusiastically own performance measurement and improvement
- Develop best-practice KPIs, performance targets, and management dashboards
- Improve the performance of departments, teams, programs, projects, risks, and individuals
- Make their strategy measurable and easier to communicate and cascade
- Communicate performance information throughout the organization to better inform decision making

### Key Performance Indicators KPIs & Optimisation Workshop Outlines

#### Day 1

##### Introduction to KPIs and KPI Development

- Introduction to Application Exercises, KPI Case Studies, Tools, Templates, and Supplemental Resources
- Introduction to KPIs and Strategic Management
- Different Types of KPIs
- Understanding Strategic Context and Goal Setting
- Developing and Mapping Strategic Objectives
- Creating the Right Performance Measurement Culture to Build Buy-in

#### Day 2

##### Performance Measure Development Process

- The Process of Developing Performance Measures

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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- Step 1: Describe the Intended Results
- Step 2: Understand Alternative Measures
  - Using the Logic Model to Develop Alternative Measures
  - Using the Process Flow Analysis to Develop Alternative Measures

### Day 3

#### Performance Measure Development Process, cont

- Step 2: Understand Alternative Measures, cont.
  - Using the Cause-Effect Analysis to Develop Alternative Measures
- Step 3: Select the Right Measurements for Each Objective
- Step 4: Define Composite Indices as Needed
- Step 5: Set Targets & Thresholds
- Step 6: Define and Document Selected Performance Measures

### Day 4

#### Application - Different Types of Measures

- Course Application: Develop Measures for Your Own Organization
  - Developing Measures for Strategy Execution
  - Developing Measures for Operations
  - Developing Measures for Projects
  - Developing Measures for Employee Performance
  - Measuring and managing risk: developing KRIs Key Risk Indicators

### Day 5

#### KPI Advance Topics and Delegate Presentations

- Creating KPI Alignment by Cascading Objectives
- Managing Strategically with Performance Information
- KPI Development Application Project for Delegate Organizations
- Final Participant Application Project Presentation and Discussion

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