BLACKBIRD FOR TRAINING

Key Performance Indicators (KPIs) & Optimisation

Manama (Bahrain)

2 - 6 March 2025

Key Performance Indicators (KPIs) & Optimisation

Code: LM28 From: 2 - 6 March 2025 City: Manama (Bahrain) 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

- Understand the concept of Key Performance Indicators KPIs.
- Develop skills in setting strategic goals.
- Develop effective KPIs.
- Create a performance measurement culture.
- Develop alternative performance metrics.
- Apply KPIs in various contexts.
- Measure and manage risks.
- Provide practical tools and templates.
- Present real-world case studies.
- Implement an applied project.

Course 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
- 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

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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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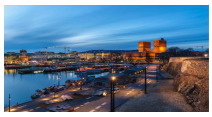
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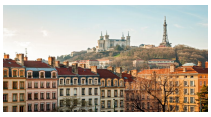
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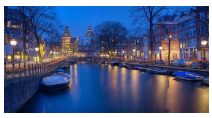
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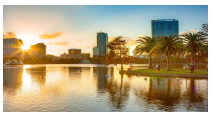
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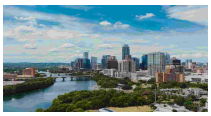
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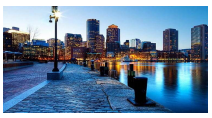
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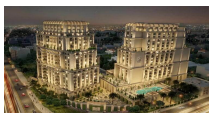
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