BLACKBIRD FOR TRAINING

# Port Performance Measurement with KPIs

4 – 8 October 2027
Los Angeles (USA)



# Port Performance Measurement with KPIs

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## 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



### 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.**

