



**Excellence in Key
Performance Indicators &
Optimization**

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Excellence in Key Performance Indicators & Optimization

Course Summary:

This course enables you to implement or upgrade measurement systems in your department or organization. The course links activity with strategy through success factors and performance measures. The course clarifies the differences and connections between critical success factors (CSFs), key results indicators (KRIs), and key performance Indicators (KPIs) explaining how each should be used and how to pick the vital few measures from the many indicators that most organizations use. You will discover a powerful method for implementing a successful performance measurement system, exploring a range of proven performance measures, and use Excel to develop useful Dashboard and Scorecard worksheets. This course will feature:

- Integrating performance measures in strategic and operational management systems
- How to develop and use performance and result indicators
- Understanding success factors
- Methods for developing and implementing a Performance Measurement System
- Provision of a practical resource kit for implementing performance measurements

Who Should Attend?

Professionals, Managers, Specialist Managers, Operational Managers, Team Leaders, Supervisors, Lead Auditors, Auditors, Executive level professionals with strategic and/or financial responsibility, Senior level professionals who need to understand

strategic implementation and its financial impact, Middle level professionals in all areas of the business impacting and affected by strategic decisions, and Engineers involved with the planning process who seek to enhance their planning skills, any professional who is required to make strategic decisions, anyone who wishes to learn the principles of strategic thinking and how to apply them in their own job and their own career, Procurement and Client Service Managers responsible for negotiation strategies, Functional Team Leaders in the public or private sector, all personnel involved in developing and implementing Performance Measures, Advisors, Planners, those developing Scorecards and Dashboards, Process Improvement/Quality managers, and Project / PMO Manager.

Course Objectives:

By the end of this course delegates will be able to:

- Realize the benefits of utilizing an effective Performance Measurement System
- Deploy a successful methodology for developing and implementing performance metrics
- Address the human factors of implementing a performance measurement system
- Design and develop Dashboards and Scorecards in Excel
- Evaluate and select success factors/CSFs and performance measures/KRIs/KPIs

Course Outline:

Understanding the Current Situation and the Need for Change

- The need for performance measurement
- Current methods of measurement and common failings
- Linking Strategy to Action
- Defining Critical Success Factors

Driving the Mission Statement/Aims into the Organization through Success Factors

- The organizational perspectives
- Characteristics of Key Performance Indicators
- Foundations for successful management: The Best Practice Model
- Performance indicators, KPIs, results indicators, KRIs

Planning to Implement Performance Measurement

- How to develop and standardize Performance Metrics
- The 6 phase model for implementing a successful Performance Measurement System:
- Implementation Phase 1: Gaining management commitment and selecting a winning team
- Implementation Phase 2: Planning for success

Developing and Implementing Success Factors and Performance Measurements

- Identifying and managing human factors in performance measurement
- Implementation Phase 3: Clarifying the success factors and measurements
- Implementation Phase 4: Implementing the system company-wide
- Implementation Phase 5: Finalising the metrics and developing a reporting structure

Post Implementation: Maintenance and Embedding the Performance Measurement System

- Implementation Phase 6: Maintenance and embedding the system
- Implementation lessons
- Individual plans, presentations and commitment to action