



**Performance Measurement:  
Key Performance Indicators &  
Optimization**

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# Performance Measurement: 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?

Team Leaders, Managers, Superintendents, HR Officials, T&D Personnel, General Supervisors, Executives, Supervisors, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, OE Champions, Chief Executive Officers, Directors, Company Secretaries, Presidential Advisors, Ministerial Advisors, Board Advisors, Chief Financial Officers, Board Members, Heads of Department, Directors of Human Resources, Directors of Business Development, Strategic Advisors, Senior Managers, Project Directors, Engineers, any person needs to acquire managerial and leadership skills

## 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
- Excel: Scorecard and Dashboard chart types and variations

### 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
- Excel: Textual dashboards and in-cell charts

## 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
- Excel: Working with dynamic data

## 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: Finalizing the metrics and developing a reporting structure
- Excel: Putting together Dashboards and Scorecards

## 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
- Excel: Advanced features and skills for Dashboards and Scorecards