KPI ASSOCIATE CERTIFICATION



Understand and apply KPI development methods to build a scorecard system for all your performance reporting needs.

ACCREDITATIONS:

BALANCED SCORECARD INSTITUTE

RELATED CERTIFICATIONS

- Balanced Scorecard Certification
- KPI Certification

COURSE DELIVERY METHODS

In-Person Training (Public)
3 day training

Virtual Instructor-Led Training
6 × 3hr tutorials

COURSE OVERVIEW

This course will identify and describe various KPI and performance measurement techniques to help you build a contextual scorecard system for your organisation. Using these KPI frameworks, you will be able to lead scorecard development projects in your organisation.

The KPI Associate course introduces you to the basic concepts of scorecard development by using a disciplined framework to build KPIs for various business activities.

KPI and performance measurement development is a discipline that involves articulating what an organisation is trying to accomplish and then identifying the most meaningful and valuable indicators of success. Simply selecting standard measures from a long list of possible measures is ineffective. Performance measures, or KPIs, are a vital part of any performance management system, as they are critical to assessing the effectiveness of organisational planning and the results being achieved.

KPIs also help analyse the gap between actual and targeted performance and measure organisational effectiveness and operational efficiency.

The KPI Associate Course is based on the Balanced Scorecard Institute's KPI framework and years of consulting and training experience in performance management and building scorecard systems. Created by the Balanced Scorecard Institute, the certification program is consistent with the best practice of developing performance scorecards.

This course is designed to help participants understand the fundamentals of performance management and then successfully develop, deploy, and manage meaningful KPIs for strategic, operational, or programme management.

OBJECTIVES & TOPICS



Learning objectives

The program is designed around practical techniques and templates, real-life case studies, and time for participants to practice what they learn with support from experts.

Participants will learn how to:

- Recognise performance management as a critical 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 own enthusiastically
- performance measurement and improvement
- Drive performance-informed budgeting and accountability
- 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
- Select and design performance measures that are far more meaningful than brainstorming or benchmarking ever can produce
- Bring their KPIs to life in a consistent way, using the correct data and with the proper ownership
- Design insightful and actionable reports and dashboards that focus discussion on improvement
- Identify the accurate signals from their measures about whether performance is improving or not
- Communicate performance information throughout the organisation to better inform decision making
- Convincingly hit performance targets and make measurements about transformation.

Topics covered

- Why KPIs and performance measures are a component of high-performing organisations monitoring their success
- Basic elements and concepts of KPIs
- How to create different scorecards that track performance improvement
- Understand different methods to develop KPIs in organisations
- Managing and reporting performance through effective scorecard development.

Course modules

Module I: Introduction to KPIs and KPI Development

- Introduction to KPIs and Strategic Management
- Understanding Strategic Context and Goal Setting
- Creating the Right Performance Measurement Culture to Build Buy-in
- Application Exercises
- Tools, Templates, and Supplemental Resources

Module II: Performance Measurement Design

- Understanding Measurement's Purpose
- Mapping Measurable Results
- Designing Meaningful Measures
- Building Buy-in to Measures
- Application Exercises
- Tools, Templates, and Supplemental Resources

Module III: Performance Measurement Implementation

- Implementing Measures
- Reporting Performance Measures
- Interpreting Signals from Measures
- Reaching Performance Targets
- Summary – Preparing for a Successful Implementation
- Application Exercises
- Tools, Templates, and Supplemental Resources

Certification Exam

The Key Indicator Professional Certification exam, administered online, has multiple choice or true/false pulled randomly from a larger pool of questions.

Call: (+27) 012 346 7858 | **Email:** customerservice@bssafrica.co.za
Postal Address: P.O Box 2681, Brooklyn Square, Pretoria, 0075, South Africa.



BENEFITS OF ATTENDING

The KPI Associate course is an introductory course to KPI development. It comprises theory and practical application exercises that allow delegates to test their knowledge in developing KPIs for their organisations.

This course is taught by the most senior Institute facilitating consultants. It is designed to enable anyone developing performance measures to learn best practices to create, deploy, and manage KPIs more effectively and efficiently.

WHO SHOULD ATTEND?

- Teams or individuals with performance measurement/ management responsibility
- Senior managers or leaders who are establishing, leading, and managing performance management and measurement programs and systems
- Managers, planners, and analysts who are part of a strategic planning and management team and are seeking the best practical ideas for improving organisational performance
- Employees who have been tasked to plan, develop, or improve dashboards, KPI scorecards, business processes, program and project management, portfolio management or other measurement systems
- Managers, planners, or analysts who are involved with defining performance measures or complying with regulatory and other reporting requirements
- Budget analysts who need performance information to formulate budgets and evaluate programs.



COURSE FACILITATOR

Mark Van Rooyen

Senior Partner & Lead Consultant

The course will be facilitated by Mark van Rooyen, who has trained many Balanced Scorecard Bootcamps over the last 20 years, for various organisations. His experience in strategy, management and performance systems will ensure value for all delegates. His success in delivering many courses across the continent, and his understanding of various operational environments, make his presentation and training highly effective.

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