KPI FUNDAMENTALS

Understand and define the fundamentals of KPI development in building performance scorecard systems in your organisation.



RELATED CERTIFICATIONS

- Balanced Scorecard Certification
- KPI Certification

COURSE OVERVIEW

This course will identify and describe the various types of KPIs and performance measures to help build a scorecard system in your organisation. Understanding and using this KPI knowledge will help develop your management teams' capacity to deploy scorecard systems better.

The KPI Fundamentals Course is designed to introduce delegates to KPIs and Performance measurement design. The course introduces the measurement concept and how it can inform decision-making to improve organisational performance.
By using a disciplined framework of KPI development throughout the organisation, managers can align to improving performance by focusing on the right things.

COURSE DELIVERY METHODS

In-Person Training (Public)
2 day training

Virtual Instructor-Led Training
4 × 3hr tutorials

OBJECTIVES & TOPICS



Learning objectives

The program is designed to give delegates an overview of using a framework to develop different KPIs to monitor organisational performance and inform decision-making.

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
- 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
- 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

Module II: Performance Measurement Design

- Understanding Measurement's Purpose
- Mapping Measurable Results
- Designing Meaningful Measures
- Building Buy-in to Measures

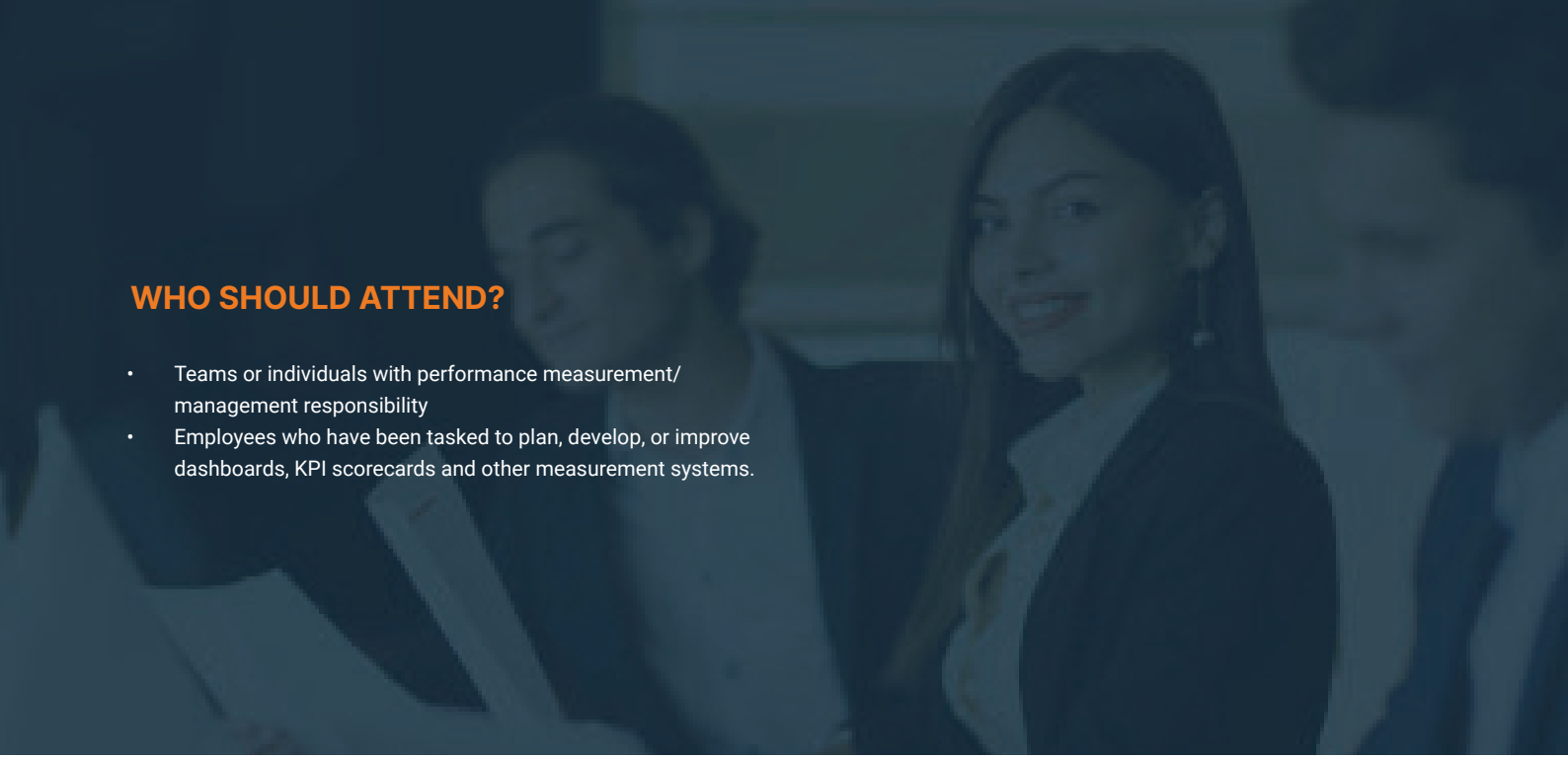
Module III: Performance Measurement Implement

- Implementing Measures
- Reporting Performance Measures
- Interpreting Signals from Measures
- Reaching Performance Targets
- Summary – Preparing for a Successful Implementation



BENEFITS OF ATTENDING

This course gives delegates a basic understanding of the critical concepts of building performance scorecards. It allows management to evaluate gaps in their present systems to develop a continuous improvement programme to improve their scorecard systems.



WHO SHOULD ATTEND?

- Teams or individuals with performance measurement/ management responsibility
- Employees who have been tasked to plan, develop, or improve dashboards, KPI scorecards and other measurement systems.



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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