

KPI PROFESSIONAL CERTIFICATION

Understand and apply a disciplined framework to developing and deploying KPIs in your organisation to support organisational performance.

ACCREDITATIONS:

Balanced Scorecard Institute

RELATED CERTIFICATIONS

- Balanced Scorecard Certification
- KPI Certification

COURSE DELIVERY METHODS

In-Person Training (Public)
5 day training

Virtual Instructor-Led Training
10 × 3hr tutorials

COURSE OVERVIEW

Gain the requisite skills to guarantee that your organisation's scorecard systems are methodically built, implemented explicitly with your unique needs, and sustained through careful planning and management.

The KPI Professional Course is designed to build a core practical knowledge base in performance measurement and improvement.

The KPI Professional 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.

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. Performance measures, or KPIs, are a vital part of any strategic, operational and project management system, as they are critical to assessing the effectiveness of organisational performance.

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

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 measures 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 of 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
- Apply performance analysis techniques in reporting performance
- 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 Purpose and 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 and Targets

- 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

Module IV: KPI Application and Developing Measures

- Developing Measures for Strategy Execution
- Developing Measures for Operations
- Developing Measures for Projects
- Developing Measures for Programs
- Developing Measures for Employee Performance
- Measuring and managing risk: developing KRIs (Key Risk Indicators)
- Course Application Project Introduction
- Advanced Topic: KPI Case Studies
- Application Exercises
- Tools, Templates, and Supplemental Resources

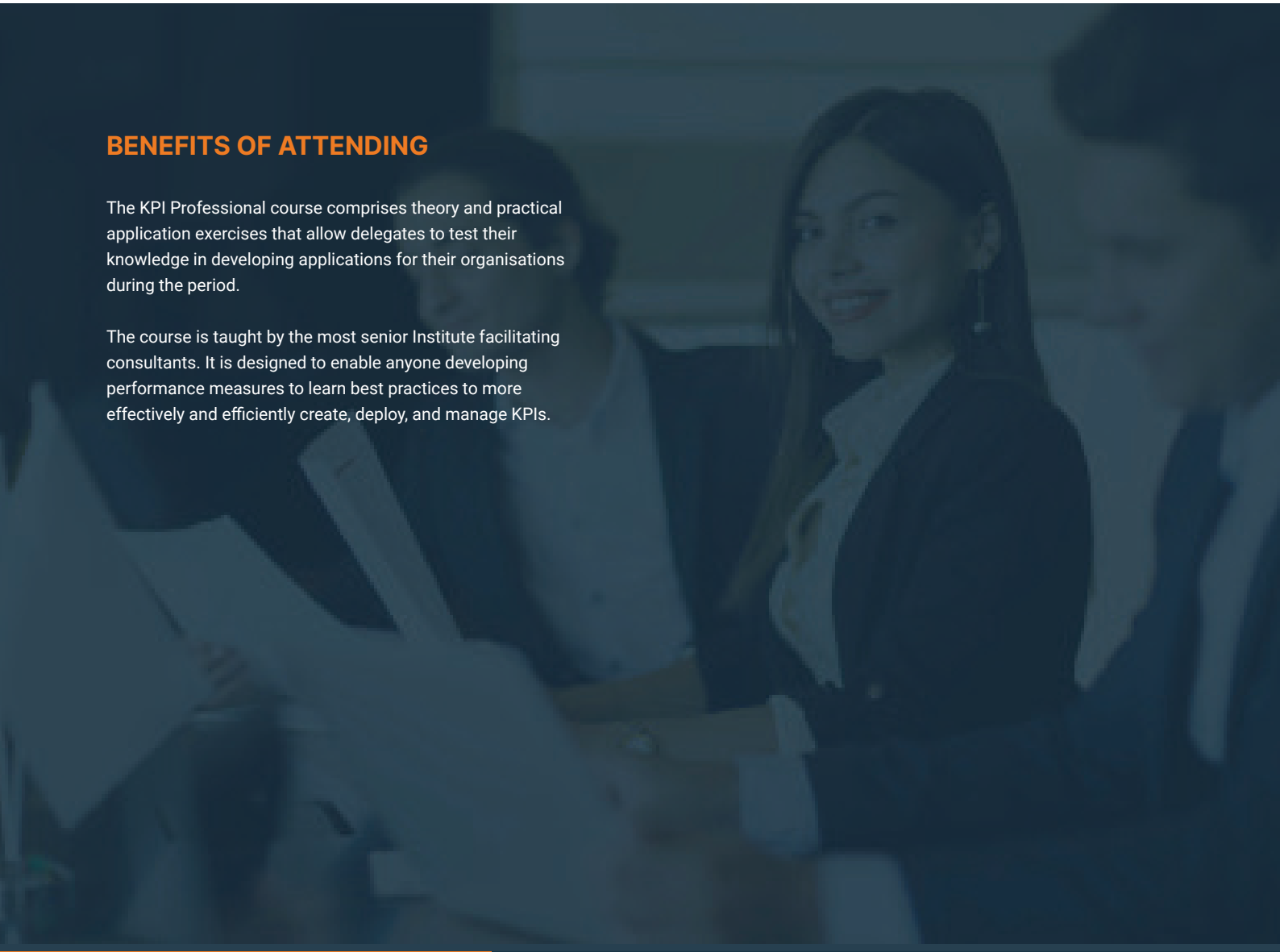
Module V: KPI Advanced Topics and Delegate Presentations

- Creating KPI Alignment by Cascading Objectives
- Managing Strategically with Performance Information
- KPI Development Application Project for Delegate Organisations
- Final Participant Application Project Presentation and Discussion

Certification Exam

The Key Performance Indicator Professional Certification exam, administered online, has 40 questions (multiple choice or true/false pulled randomly from a larger pool of questions). There is a 75-minute time limit to complete the exam, and results are posted immediately. A score of 75% is needed to pass.

After completing the course requirements, participants that have not already registered for the program will be given a link to register for the exam. Once participants have reported and course completion has been verified, a link for the exam and login information will be provided. Completed exams are scored automatically, and the participant and the Institute are notified immediately.



BENEFITS OF ATTENDING

The KPI Professional course comprises theory and practical application exercises that allow delegates to test their knowledge in developing applications for their organisations during the period.

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

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

WHO SHOULD ATTEND?

This course is recommended for delegates interested in building, implementing, and maintaining performance management systems and those wishing to develop practical ideas for improving overall organisational performance.

- 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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