



## Key Performance Indicators and Optimization Workshop

### Course Description:

#### Why some organizations fail to stay competitive in the market?

One of most important reasons is that they have no **Performance Management System** that Collect, Analyze and Report Information regarding the performance of the organization.

The purpose of developing a system for effective measuring of performances is to understand, adjust and improve business in all department of the organization. **Performance measurement enable effective organizations to express their success by numbers.** Beside control function indicators of performances also have two other functions:

1. **Developing and Guiding Function** - *they present a base for formulating and implementation of the strategy of the organization*
2. **Motivation Function** - *they induce management to fulfill goals and motivate all stakeholders to realize those goals and on even higher level*

Performance Measurements and Key Performance Indicators are the means to monitor the **execution of the Strategy of the Organization. It is therefore, absolutely vital that organizations should have proper strategies and proper means of executing the strategies.** In 2006, the Monitor Group asked Senior Executive about their number one priority and the answer was “*Strategy Execution*”.

Delegates to this exciting and innovative Interactive Workshop on Key Performance Indicators and Optimization will highlight the vital role of key performance indicators in measuring your company’s performance and in turning your strategy into action using the Balanced Scorecard.

### **This Key Performance Indicators and Optimization Workshop will feature:**

- Integrating performance measures in strategic and Operational Management Systems
- How to Link Strategy to Operational Activities
- Methods for Developing and Implementing a Performance Measurement System
- Provision of a Practical Resource Kit for Implementing Performance Measurements
- Realize the Benefits of Utilizing an Effective Performance Measurement System
- To Understand the Concept of Strategy and Strategy Execution
- Address the Human Factors of Implementing a Performance Measurement System
- Design and Develop Dashboards and Scorecards in Excel

### **Course Objective:**

#### **At the end of this training course, participants will be able to:**

- Develop a comprehensive performance measurement system.
- Link strategic goals to operational activities effectively.
- Design and implement dashboards and scorecards in Excel.
- Analyze and optimize key performance indicators for success.
- Understand and address human factors in strategy execution.

### **Training Methodology**

This Key Performance Indicators and Optimization Workshop will utilize a variety of proven highly interactive learning techniques to ensure understanding and retention applicability of the information presented. This includes facilitated group and individual exercises, case studies for class work and discussion. The principles and approaches to key performance indicators and optimization will be illustrated by real-life examples.

## **Organizational Impact**

### **The Organization will have the following benefits;**

- Enhanced alignment of strategy and operations
- Improved decision-making through actionable insights
- Increased efficiency in performance tracking
- Stronger motivation and engagement across teams
- Optimized use of resources and capabilities
- Better adaptability to market changes

## **Personal Impact**

### **At the end of this training course, the participants will gain the following;**

- Mastery of performance measurement techniques
- Skills to develop effective dashboards and scorecards
- Improved ability to align tasks with strategy
- Enhanced decision-making and analytical skills
- Increased confidence in executing strategic goals
- Tools to drive continuous improvement

## **WHO SHOULD ATTEND?**

### **This interactive workshop will be highly beneficial to the following professionals for:**

- All Personnel involved in developing and implementing Performance Measures
- Advisors, Planners, and others developing Scorecards and Dashboards
- Functional, Line and Operational Managers
- Process Improvement / Quality managers
- Project / PMO Managers

## **Course Outline**

### **DAY 1**

#### **Foundations of Performance Measurement**

- Introduction to performance management
- The need for performance measurement system

- Current methods of measurement and common failings
- Understanding key performance indicators
- Setting SMART objectives for performance measurement
- Alignment of key performance indicators with strategic objectives

## DAY 2

### **Developing Key Performance Indicators**

- Characteristics of effective key performance indicators
- Develop and standardise performance metrics
- The balanced scorecard approach
- Phase model for implementing performance measurement system
- Communicating key performance indicators and performance results
- Role of technology in performance measurement
- Overcoming resistance to performance measurement

## DAY 3

### **Strategy Execution and Operational Management**

- The concept of strategy
- Understanding strategy execution
- Overcoming barriers to successful strategy execution
- Resource allocation and management
- Linking strategy to operational activities
- Key performance indicators to monitor and adjust operational activities

## DAY 4

### **Human Factors in Performance Measurement**

- The role of leadership in performance management
- Employee engagement and motivation
- Building and sharing a vision
- Effective communication
- Emotions and rapport
- Managing conflict assertively

## DAY 5

### **Optimizing and Driving Key Performance Indicators Performance**

- Designing dashboards and scorecards in Excel
- Customizing performance reports
- Leveraging data analytics to enhance key performance indicators performance
- Challenges and solutions in implementation
- Summary & Next steps