

Developing KPIs (Key Performance Indicators) for Organizational Excellence



Synopsis

KPIs, Key Performance Indicators - a term that is widely used, but little understood; frequently under-used and often misused ...

You cannot control, much less improve anything you cannot measure ... an organization that is trying to get into its customers' good books without a sensitive barometer to measure how WELL it is serving its customers, is like a miner deep down under without a headlight !

Businesses and organizations are mired in the classical financial indicators, which are necessary, but grossly insufficient for the purpose; those indicators have two major weaknesses - they are very much LAGGING and worse, they have zero DIAGNOSTIC capability. When these indicators signal trouble, it is way too late to figure out the root cause. They give no clues whatsoever, as to what might have gone wrong.

This 2-day program is specially designed to provide the fundamentals on how to develop indicators that:

- Are aligned to your organization's strategic objectives
- Are therefore **aligned** top-down the entire organization
- Measure what MATTER to YOUR customers and therefore to business SUCCESS
- Are auto natural supervisors, so the organization will operate like clock-work even in your absence
- Drive the employee behavior you want
- Serve as the bases for ALL Performance Management as well as Reward & Recognition
- Take care of the entire organization's MEASUREMENT needs and leave you to work on improvement

What can be more important ?

What previous participants say about this course

- ✓ Relevant and practical
- ✓ Practical approach towards KPI settings
- ✓ Comprehensive, simple to understand
- ✓ A systematic/structured manner of designing KPIs
- ✓ Provides comprehensive understanding on designing & planning of KPIs
- ✓ Training is very useful and well-defined for our achievement
- ✓ The material was useful to explain the fundamentals of KPI and KPI system
- ✓ The course to design KPIs even for job functions whose performance cannot be easily measured is structured in a way that is easily comprehensible such that you'll have framework
- ✓ The course material are up to date and applicable to all aspects of work discipline
- ✓ Trainer has very skill and excellent background to give training (course) in details
- ✓ Senior Management team at least should attend. Learn from others the good practices
- ✓ Trainer very passionate about the subject and very willing to impart her knowledge
- ✓ Ms Tan Chor Hoong is a very experienced person in the field of Quality Management. She has good ground knowledge of the subject.
- ✓ Able to present to the class in a lively way.
- ✓ Great insights and able to bridge the gap between real life (operations) situations and theory
- ✓ Ms Tan is highly experienced and professional. She knows her subject topics very well. Great Class!
- ✓ Trainer is attentive in answering questions. Good time management.
- ✓ Chor Hoong gives very insightful information based on her past experience and has enabled me to see certain "blind spots"

Who should attend

- ✓ C-Suite, Top / Senior / Middle Managements
- ✓ CEOs, Directors, VPs, MDs, GMs, Managers
- ✓ To enable discussions of participants' own work-place KPI applications, it is recommended that organizations send a team of 3 to 4 employees.
Suggested team composition: CEO + Director of Operations + HR Director + Quality Director

Pre-requisites

- ✓ A knowledge of the company's current KPIs
- ✓ A good knowledge of the company's organization structure and key customer requirements

Course Methodology

- ✓ Mini lectures & tutorials
- ✓ Syndicate group discussions
- ✓ Application of concepts & learning to participants' REAL-life work examples

Course Duration 2 days 9am – 6pm

What you will Learn

- ✓ Intro to KPIs
- ✓ Criticality of KPIs to business success
- ✓ A Self-assessment: Where do you currently stand?
- ✓ Definition: Components of a KPI
- ✓ **Technical Considerations in KPI Design**
- ✓ **Other Principles in KPI Design**
- ✓ Nature of Measurements and their Implications on KPI design
- ✓ KPIs, Performance Standards and Goals
- ✓ Formulating KPIs & Performance Standards that are easy to understand
- ✓ Understanding customer requirements
- ✓ What REALLY matter to customers?
- ✓ **KPIs and Customer Centricity**
- ✓ The Ultimate measure of Customer Satisfaction
- ✓ KPIs and the Balanced Score Card
- ✓ Processes, Inputs & Outputs:
At which point should we take measurements?
- ✓ KPIs : Organizational Alignment
- ✓ **KPIs and the CEO's Performance Dashboard**
- ✓ Designing KPIs for work that is "un-measurable"
- ✓ Developing a **KPI Plan**
- ✓ Documenting KPI Specifications
- ✓ KPI deployment - tracking & monitoring
- ✓ KPIs : Design pitfalls to avoid
- ✓ **Characteristics of Good indicators**
- ✓ KPIs : Uses, applications, benefits

