€TRAINING

Certified KPI Professional and Practitioner

15 - 19 December 2024
Sharm El-Sheikh (Egypt)
Sheraton Sharm Hotel,
Resort,

Certified KPI Professional and Practitioner

REF: H1651 DATE: 15 - 19 December 2024 Venue: Sharm El-Sheikh (Egypt) - Sheraton Sharm Hotel, Resort, Fee: 3520 Euro

Introduction:

Practitioners consider selection and data gathering worldwide to be the most challenging aspects of working with Key Performance Indicators KPIs. A way to address these challenges is to build a sound framework to measure KPIs, starting from the moment they are selected, until results are collected to be centralized in performance reports.

Course Objectives:

At the end of this course the participants will be able to:

- Understand KPI measurement challenges and how to address them;
- Select KPIs for scorecards and dashboards from the organizational to the departmental and individual levels;
- Develop a KPI implementation project plan;
- Optimize the KPI activation and data gathering process.
- Differentiate between objectives, KPIs, and initiatives;
- Understand KPI selection in different contexts;

Targeted Audience:

- Professionals interested in measuring performance
- Top/middle/lower management professionals
- Performance measurement experts

Course Outlines:

Unit 1: The World of KPIs

- Challenges in performance measurement;
- The value added by KPIs;
- KPIs concept map;
- Governance;
- Organizational levels.

Understanding KPIs

- KPI related terminology;
- SMART objectives are decomposed by specific criteria;
- KPI lifecycle.

Unit 2: KPI typology

- Leading vs. lagging KPIs;
- Qualitative vs. quantitative KPIs;
- Efficiency vs. effectiveness KPIs.

KPI Taxonomy

- Interdisciplinary systemic worldview;
- KPI use case scenarios;
- KPI DNA map.

Unit 3: KPI selection

- KPI selection for organizational scorecard;
- KPI selection sources;
- KPI selection techniques.

KPI Alignment

- KPI alignment approaches
- KPI selection for corporate scorecard;
- KPIs cascaded to the functional area.

Unit 4: KPI documentation

- KPI documentation form functions;
- KPI documentation form design;
- KPI documentation process;
- Organizational KPI libraries.

Working with targets

- Target setting process;
- Targets in practice;
- Challenges in working with targets;
- Negative behaviors when setting targets.

Unit 5:

Data gathering

- Data quality dimensions;
- KPI reporting data sources;
- KPI activation tools;
- KPI activation techniques;
- Working with data custodians;
- Data collection methods.

Data visualization

- Guidelines for designing efficient templates;
- Usability in terms of visual design.
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- Scorecard and dashboard design.