

# € TRAINING

Strategic Performance and Benchmarking



9 - 13 September 2024  
Kuala Lumpur (Malaysia)



# Strategic Performance and Benchmarking

REF: M802 DATE: 9 - 13 September 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This program is designed to equip participants with the tools and techniques necessary for optimizing organizational performance and driving continuous improvement. Through a combination of performance measurement strategies and benchmarking methodologies, participants learn to identify areas for enhancement and implement effective strategies for achieving excellence.

## Program Objectives:

At the end of this program, the participants will be able to:

- Explain the benefits of Performance Measurement, Continuous Improvement, and Benchmarking.
- Show how these activities play a part in helping their organization perform at a higher level.
- Determine methods for generating and implementing effective performance measures.
- Use a process improvement and benchmarking methods.
- Integrate performance measures with relevant Lean and Agile tools to increase productivity.

## Targeted Audience:

- General Managers.
- Operational Managers.
- Maintenance Managers.
- Maintenance & Reliability Engineers.
- Technical managers & supervisors.
- Quality Managers.

## Program Outlines:

### Unit 1:

#### Performance Measurement: The Starting Point for Improvement:

- The Need for Performance Measurement.

- The impact of Lean and Agile methods.
- Data Use and Abuse: How to use Data Constructively.
- Selecting the "vital few" Performance Measures.
- Performance measures in Operations and Projects.
- Current good practice in Performance Measurement.

## Unit 2:

### Using Measurements for Continuous Improvement:

- Understanding Variation: The key to understanding performance.
- What histograms, run charts, and control charts tell us about performance.
- The Range and Standard Deviation.
- Introduction to Control Charts.
- How to Improve a Process.
- Problem and Mission Statements.

## Unit 3:

### An Overview of Lean and Agile Tools and Techniques:

- What are Lean and Agile?
- The key principles of Lean management.
- Project failures and the origins of Agile.
- The fusion of Lean and Agile approaches - the current state of the art.
- Analyzing a Lean and Agile process or project.
- Applying the tools and techniques in practice.

## Unit 4:

### Benchmarking, Measurement, and Improvement:

- Benchmarking process and project performance.
- Identifying causes of problems, and potential solutions through benchmarking.

- Demonstrating the link between a cause and its effect.
- Investigating Relationships between Variables.
- The role of Knowledge Management.
- How the tools integrate with Lean and Agile methods.

## Unit 5:

### Running a Successful Benchmarking Project:

- Scoping and planning benchmarking study.
- Identifying and selecting benchmarking Metrics & Partners.
- Running effective Lean and Agile projects and processes.
- Integrating performance management with Lean and Agile.
- The role of benchmarking in change management.