

Develop Critical Success Factors for a Competitive Edge

Introduction

Is business thinking limited to senior management or CEO or CFO? It is vital to note that in this age of disruptive technologies, company's goes through changes at every second. The health of a company is in the hands of all her employees regardless of what positions they are. All staff must have a sense of how if you want to achieve your business goals and outperform your competitors, you need to identify and focus on the Critical Success Factors (CSFs) that matter most for your organization. CSFs are the key activities or outcomes that are essential for your success in a specific market, industry, or project. They are the things that you must do well or the results that you must achieve to be successful.

This programme is designed and developed specifically to assist in knowing how to make good decision based on CSFs framework and related strategic approach to compete for company business growth.

Course Fee: RM6,000.00 per day (In-house)
RM1,300.00 per day per participant (Public)

*For the complete course content and quotation, please reach out to us at
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Key Learning Outcomes

By the end of the course, participants should be able to:

- Identify what are critical success factors and how do they differ from key performance indicators (KPIs)?
- Identify your CSFs using the SMART criteria and the SWOT analysis.
- Explain about ways to measure and monitor your CSFs using KPIs and dashboards.
- Use your CSFs to improve your decision making, strategy, and execution.

Duration

2 Days

Target Participants

Senior Leaders Management Teams - Middle and Senior Managers, Team Leaders, Supervisors, Senior Executives, Executives, and staff members