

Developing Effective KPIs for Organizational Success



Introduction

Key Performance Indicator (KPI) is industry jargon for a type of performance measurement. An organisation may use KPIs to evaluate its success, or to evaluate the success of a particular activity in which it is engaged. KPIs provide the organisation with the needed direction, motivation, as well as the means to measure/monitor the vitality of the organisation. Well-developed KPIs are specific, measurable, aligned to organisational vision, and provide a clear way to facilitate achieving organisational strategies and plans. This training is designed to guide participants in developing, implementing, and managing their KPIs – the essential competencies for managerial success.

Key Learning Outcomes

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

- Identify the importance of having strong and valid KPIs in place and how it is linked to quality management system requirement in terms of setting objectives and measurement & monitoring of its processes.
- Acquiring the knowledge and skills necessary for the development and monitoring processes of the KPIs.
- Incorporate performance management concept throughout the organisation and promoting a KPIs organisational culture.
- Acquiring the knowledge on how to report on organisational performance using tools like the balance scorecard.

Duration

2 Days

Target Participants

Senior Leaders, Managers, Executives, Supervisors, Team Leaders, Officers, Administrators, and staff members