

**ACHIEVING BREAKTHROUGH
PERFORMANCE THROUGH
KEY PERFORMANCE INDICATORS (KPIs)
&
KEY RESULT INDICATORS (KRIs)**

Performance of organization and its people is the key concern of all organizations and one of the best way to achieve performance is to manage it. Managing performance requires a systematic approach. Key Performance Indicator (KPI) is a very important management tool for managing performance. It is important that the KPIs are understood, formulated and implemented in such a manner that the organisation achieves its overall goals. . Many companies are working with the wrong measures, many of which are incorrectly termed key performance indicators (KPIs). Very few organizations really monitor their true KPIs. The reason is that very few organizations, business leaders, writers, accountants, and consultants have explored what a KPI actually is.

The goal of this training is to help minimize the risks that working on a KPI/balanced scorecard project encompasses. It is designed for the project team, senior management, external project facilitators, and team coordinators whose role it is to steer such a project to success. The program is equally beneficial for **Government Organizations** who aim to achieve good performance through **KPIs and Performance Management** tools. The program will achieve the following key objectives:

By the end of the training, participants will be able to:

- Define and understand Performance Management.
- Define the KRI, PI, and KPI.
- Discuss the Onion analogy towards performance measures.
- Understand and develop the Key Results Indicators.
- How to develop your own KPIs.
- Discuss the Seven key characteristics of good KPIs.
- Understand the key components of Balance Score card.
- Discuss the 7 people practices for achieving performance.
- Establish a solid foundation of Performance Management and KPI development.

PROGRAM CONTENTS

INTRODUCTION

- Introduction.
- Introduction to Performance Management.
- Importance of Performance Management.
- Define and understand Performance Management.
- Define the KRI, PI, and KPI.
- The Onion analogy towards performance measures.
- How develop the Key Results Indicators.
- How to develop your own KPIs.

IMPLEMENTING KPIs

- Four foundation stones for KPI development.
- Partnership among the organization members.
- Transfer of power to the front line.
- Linking Performance Management to the strategy.
- 6 perspective Balance scorecard.
- Defining vision, mission, and strategy.
- How to implement KPIs.

DEVELOPING AND USING KPIs

- The 12 steps model.
- Senior Management Team (SMT) formation.
- Establishing a winning KPI team.
- Establishing Just Do It culture.
- Setting up a Holistic KPI strategy.
- Implementing the balance of the 12 steps.

PERFORMANCE MANAGING

- Definition of Performance Management.
- Report the achievement of KPI
- Improve the achievement of KPI

PERFORMANCE APPRAISAL

- Concept of Performance Appraisal
- Design of Performance Appraisal (PAR) Form.
- Using of Performance Appraisal Review (PAR) Form

Methodology:

Group/individual exercises, group/class facilitation and lecture will be used to ensure the participants understand the concept/principle of Key Performance Indicators (KPI) & Key Result Areas (KRA). The real-life cases related their respective departments on KRA development & KPI setting will be given to the respective participants to ensure their competencies are built & developed.

Who Must Attend:

This training workshop is specially designed for Managers or Section Heads from the respective departments who are required to set the KPIs for their respective departments via the development of KRA from the sources of Business Strategies & Daily Work Activities.

References:

Key Performance Indicators (KPI): Developing, Implementing, and Using Winning KPIs

by David Parmenter

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