

5 Days

Key Performance Indicators & Optimisation

Delivering Results by Aligning Measures with Strategy

Upcoming Sessions

06-10 Jan 2025	Online	$3,950

Training Details

Online Training Course Overview

Why some organizations fail to stay competitive in the market?

One of most important reasons is that they have no Performance Management System that Collect, Analyze and Report Information regarding the performance of the organization.

The purpose of developing a system for effective measuring of performances is to understand, adjust and improve business in all department of the organization. Performance measurement enable effective organizations to express their success by numbers. Beside control function indicators of performances also have two other functions:

1. Developing and guiding function; they present a base for formulating and implementation of the strategy of the organization

2. Motivation function; they induce management to fulfill goals and motivate all stakeholders to realize those goals and on even higher level

Performance Measurements and Key Performance Indicators are the means to monitor the execution of the Strategy of the Organization. It is, therefore, absolutely vital that organizations should have proper strategies and proper means of executing the strategies. In 2006 the Monitor Group asked Senior Executive about their number one priority and the answer was “Strategy Execution”.

Online Training Course Objectives

By attending this Anderson online training course, you should achieve these goals:

- Integrating Performance Measures in Strategic and Operational Management Systems
- How to Link Strategy to Operational Activities
- Methods for Developing and Implementing a Performance Measurement System
- Provision of a Practical Resource Kit for Implementing Performance Measurements
- Realize the Benefits of Utilizing an Effective Performance Measurement System
- To Understand the Concept of Strategy and Strategy Execution
- Address the Human Factors of Implementing a Performance Measurement System
- Design and Develop Dashboards and Scorecards in Excel

Designed For

This Anderson online training course is suitable to a wide range of professionals but will greatly benefit:

- All Personnel Involved in Developing and Implementing Performance Measures
- Advisors, Planners, and Others Developing Scorecards and Dashboards
- Functional, Line and Operational Managers

- Process Improvement / Quality managers
- Project / PMO Managers

Training Details

Day One: Understanding the Current Situation and the Need for Change

- What is Performance Measurements and Management
- The need for performance measurement
- Current methods of measurement and common failings
- Characteristics of good measures
- Defining Strategy and how to translate it into action and Execution
- Barriers and Success Factors related to Strategy Execution

Day Two: Driving the Mission statement/aims into the Organization through Success Factors

- Building a Strategy Focused Organization (SFO)
- Balanced Scorecard and the Performance Metrics – The 4 Perspectives
- Examples of Specific Metrics – Financial Perspective
- Defining Critical Success Factors
- Characteristics of Key Performance Indicators
- Organization Excellence

Day Three: Planning to Implement Performance Measurement

- Foundation for Successful Management – The Best Practice Model
- How to develop and Standardize Performance Metrics
- Examples of Specific Performance Metrics – Customer Perspective
- The 6 phase model for implementing a successful Performance Measurement System
- Implementation Phase 1: Gaining management commitment and selecting a winning team

Day Four: Developing and Implementing Success Factors and Performance Measurements

- Identifying and managing human factors in performance measurement
- Implementing Phase 2: Planning for Success – Strategic Business Planning Framework
- Examples of Specific Performance Metrics – Process Perspective
- Implementation Phase 3: Clarifying the success factors and measurements using Balanced Scorecard and Strategy Maps
- Implementation Phase 4: Performance Contracts Framework
- Using Excel to Develop a Balanced Scorecard for your organization and to obtain the final score
- Examples of Specific Performance Metrics – Learning and Growth Perspective

Day Five: Full Day Workshop on the Design and Development of Scorecards and Dashboards using “EXCEL”

- Excel: Advanced features and skills for Dashboards and Scorecards including the following
- Introduction and Dashboard Discussion
  - Implementing Phase 5: Finalizing Metrics and Developing a Reporting System
  - Excel hands-on Exercise – Develop a Dashboard
- Excel hands-on Exercise – Develop a BSC
- Implementing Phase 6: Maintenance and Embedding the System
- Review and wrap up

Preview

10:30 - 11:00	:	Welcome, Setup, Registration
11:00 – 12:30	**:**	**First Session**

12:30 – 12:45	:	Break (15 minutes)
12:45 – 14:15	**:**	**Second Session**
14:15 – 14:30	:	Break (15 minutes)
14:30 – 16:00	**:**	**Third Session**

The Certificate

An Anderson e-Certificate of Attendance will be provided to delegates who attend and complete the course

INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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