

KEY PERFORMANCE INDICATORS AND OPTIMISATION

Delivering Results by Aligning Measures with Strategy

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Course content

Why Choose this Training Course?

This training course enables you to implement or upgrade measurement systems in your department or organization. The training course links activity with strategy through success factors and performance measures. The training course clarifies the differences and connections between critical success factors (CSFs), key results indicators (KRIs), and key performance indicators (KPIs) explaining how each should be used and how to pick the vital few measures from the many indicators that most organizations use.

You will discover a powerful method for implementing a successful performance measurement system, exploring a range of proven performance measures, and use Excel to develop useful Dashboard and Scorecard worksheets.

This training course will feature:

- Integrating performance measures in strategic and operational management systems
- How to link Strategy to Operational Activities
- How to develop and use performance and result indicators
- Understanding success factors
- Methods for developing and implementing a Performance Measurement System
- Provision of a practical resource kit for implementing performance measurements

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

- Realize the benefits of utilizing an effective Performance Measurement System
- Understand the concept of Strategy and Strategy Execution
- Deploy a successful methodology for developing and implementing performance metrics
- Address the human factors of implementing a performance measurement system
- Design and develop Dashboards and Scorecards in Excel
- Evaluate and select success factors/CSFs and performance measures/KRIs/KPIs

Who is this Training Course for?

This 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



Course content

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

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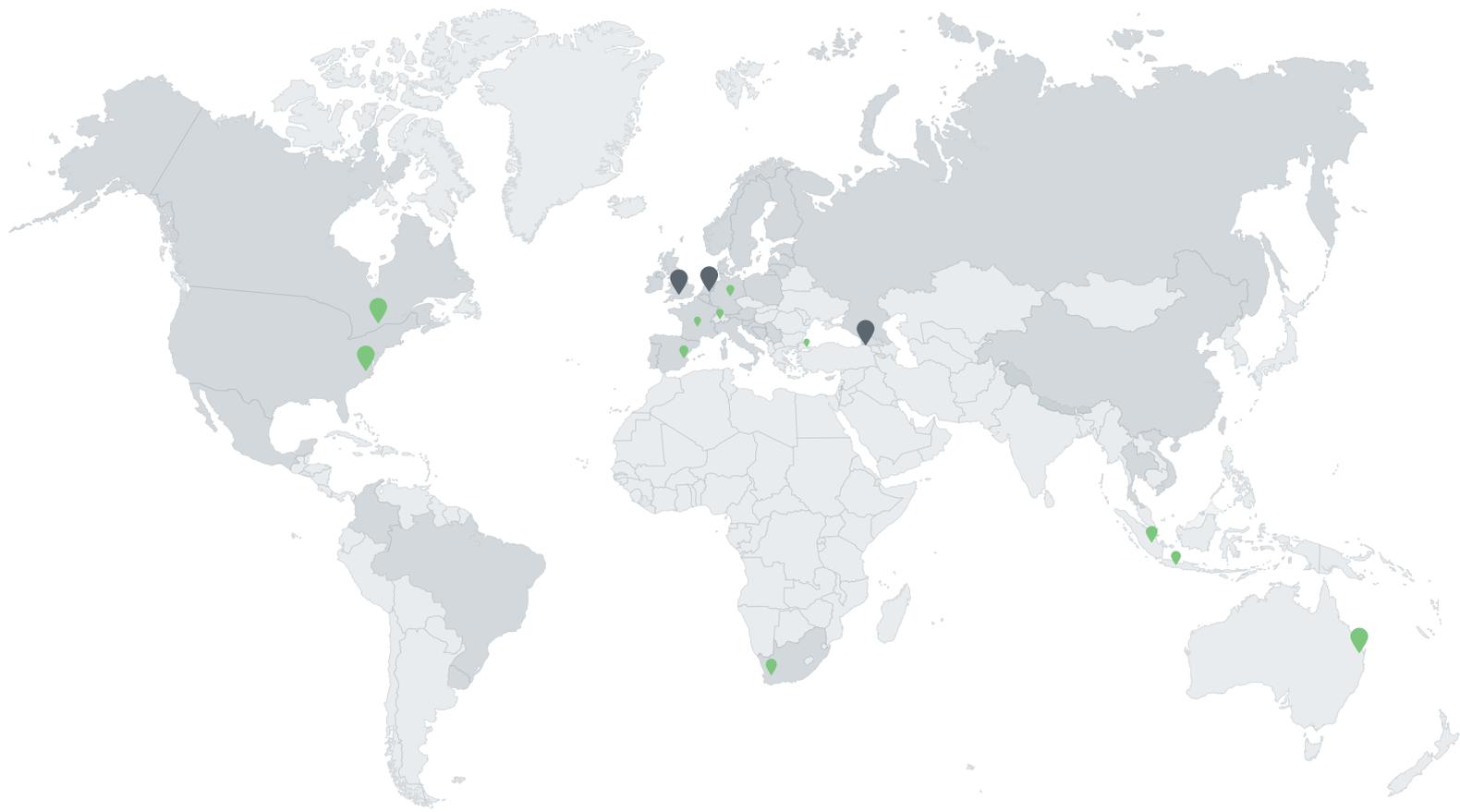
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informatech is a global leadership consultancy that aligns people, purpose & strategy - driving socially responsible transformation in global organisations. Our international network includes 215 partners, consultants, and coaches in 24 countries throughout Europe, North America, Latin America, Asia, and Africa. We transform leaders, align teams and create resolve and passion to win. Typical interventions are to accelerate performance, execute strategy and embed capability and change.



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