



*Training Course:
21st Century Corporate Performance
Measurement Methodology Workshop*

*13 - 24 May 2024
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: 21st Century Corporate Performance Measurement Methodology Workshop

Training Course code: MA9001 From: 13 - 24 May 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur
Training Course Fees: 7425 € Euro

Program Overview

In this program you will learn about...

1. Aligning Performance Measures with the Needs of World Class Organizations in the 21st Century Globalized Economies
2. Aligning Performance Measures with Organizational Mission, Vision, Strategic Objectives, Quality Policies and Requirements.

Program Content

1. Understanding 21st Century Markets & Customers
 2. World Class Organizations
 3. Entrepreneurial Organizations
 4. Customer Focused Organizations
 5. Continually Innovating Organizations
 6. Good Management Practices
 7. Best Practices
 8. Meaningful Key Indicators
 1. Leadership
 2. Strategic Planning
 3. Customer Focus
 4. Management by Facts Measurement, Analysis
 5. Facilitating a Learning Organization through Knowledge Management
 6. Information Technology Deployment
 7. Workforce Focus
 - Working Environment
 - Worker Motivation
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1. Operations Focus
 2. Results Success in Achieving Short and Long Term Targets
 - Product
 - Process
 - Customer
 - Workforce
 - Leadership
 - Financial
-
1. Data Collection for Key Performance Indicators
 2. An Action Plan for Your Organization towards Meaningful Performance Measurement
 3. Hands-on Workshop to Develop Your Performance Measures.

Registration form on the Training Course: 21st Century Corporate Performance Measurement Methodology Workshop

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- ☐ Please find enclosed a cheque made payable to Global Horizon
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