Training Course:
Key Performance Indicators (KPIs)

24 - 28 February 2025
Madrid (Spain)
Pestana CR7 Gran Vía

Training Course:
Key Performance Indicators (KPIs)

Training Course code: HR235347 From: 24 - 28 February 2025 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Training Course Fees: 5250 ⬜ Euro

Introduction

In today's dynamic business environment, organizations rely on Key Performance Indicators KPIs to measure progress, make informed decisions, and drive performance improvements. This intensive 5-day training program is designed to equip participants with the essential skills and knowledge needed to effectively design, implement, and utilize KPIs within their organizations.

Objectives

- Understand the concept and significance of KPIs in performance management.
- Learn to design a robust KPI framework aligned with organizational goals.
- Gain practical insights into implementing and monitoring KPIs for optimal performance.
- Develop skills in analyzing KPI data to derive actionable insights for business improvement.
- Explore strategies for continuous improvement and optimization of KPIs over time.

Target Audience

This training program is ideal for:

- Managers and executives responsible for performance management and strategic planning.
- Business analysts and data professionals involved in measuring and analyzing organizational performance.
- Professionals seeking to enhance their skills in KPI design, implementation, and utilization.
- Anyone interested in gaining a comprehensive understanding of KPIs and their role in driving organizational success.

Training Program Outline

Day 1: Understanding Key Performance Indicators KPIs

- Introduction to KPIs: Definition, importance, and role in performance management
- Characteristics of Effective KPIs: Specific, measurable, achievable, relevant, time-bound SMART
- Types of KPIs: Leading vs. lagging indicators
- Exercise: Identify potential KPIs for different business scenarios

Day 2: Designing KPI Framework

- Key Elements of KPI Framework: Objectives, measures, targets, data sources, responsible parties

- Aligning KPIs with Organizational Goals: Linking KPIs to strategic objectives
- KPI Selection Criteria: Criteria for choosing appropriate KPIs
- Workshop: Developing a KPI framework for a given business case

Day 3: Implementing KPIs

- KPI Implementation Process: Planning, communication, and rollout
- Overcoming Challenges in KPI Implementation: Resistance, data availability, alignment issues
- Data Collection and Management for KPIs: Ensuring accuracy and relevance of data
- Practical Exercise: Draft an implementation plan for KPI deployment

Day 4: Monitoring and Analyzing KPIs

- KPI Monitoring Techniques: Dashboards, reports, and visualizations
- Interpreting KPI Trends: Identifying performance patterns and outliers
- Actionable Insights from KPIs: Using KPI data to drive decisions and actions
- Case Study: Analyze KPI data and recommend actions based on insights

Day 5: Continuous Improvement and Optimization

- Reviewing and Updating KPIs: Evaluating the effectiveness and relevance of KPIs over time
- KPIs for Continuous Improvement: Leveraging KPIs for process optimization
- Best Practices in KPI Management: Lessons learned and success stories
- Final Assessment: Evaluating participants' understanding through a case-based assessment

Registration form on the Training Course:
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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

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