

KEY PERFORMANCE INDICATOR (KPI) - CERTIFICATION WORKSHOP



SARVAGNYA

Performance is the key to success. It is important to understand what actions lead to successful performance. Leaders who capture the steps to take those actions, and measure the tangibles and understand the intangibles, would channelise the organisation to achieve excellent performance. Poor performance measurements or lack of it can render an organisation quite ineffective in performing the routine tasks and fall short of executing its strategy. In our certification program, we teach leaders how to embrace the framework of Key Performance Indicators and drive performance of an organisation successfully. We train and certify leaders with an aim to develop their competence, provide tools and enhance their application capabilities to establish and implement KPIs for their groups or organisation.

LEARNING OBJECTIVES

- Learn how to identify Key Performance Indicators that help you achieve the organisational goals
- Align KPIs to vision, mission and goals
- Select the data points required for establishing KPIs
- Capture the streams of information that flow into data points/data set
- Principles of good measurement. What are the success factors? What is a successful performance in your organisation and how to measure it?
- What is the importance of Leading and Lagging indicators?
- How to apply a formula for KPIs?
- Importance of creating an inventory of KPIs that the organisation may apply depending on variety of situation
- How to recreate performance levers from intangibles to tangibles?

METHODOLOGY

Highly interactive workshop, questionnaires, group activities, reflections followed by online Certification Exam

TARGET AUDIENCE

Business Managers, HR & Training Managers, Team Leads