

**COURSE OVERVIEW TM0065-3D**  
**KPI (Key Performance Indicator)**

**Course Title**

KPI (Key Performance Indicator)

**Course Reference**

TM0065-3D

**Course Duration/Credits**

Three days/1.8 CEUs/18 PDHs



**Course Date/Venue**

Session(s)	Date	Venue
1	September 09-11, 2024	Al Aziziya Hall, The Proud Hotel Al Khobar, Al Khobar, KSA
2	November 11-13, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

**Course Description**



***This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.***

For years organizations that have had what they thought were KPI's have not had the focus, adaptability, innovation and profitability that they were seeking. KPI's themselves were mislabeled and misused. Examine a company with over 20 KPI's and you will find a lack of focus, lack of alignment and under achievement. Some organizations try to manage with over 40 KPI's, many of which are not actually KPI's.



Performance measurement is failing organizations all around the world, whether they are multinationals, government departments or small local charities. The measures that have been adopted were dreamed up one day without any linkage to the critical success factors of the organizations. These measures are frequently monthly or quarterly. Management reviews them and says "That was a good quarter" or "That was a bad month".



Performance measures should help your organization align daily activities to strategic objectives. This course has been designed to assist you in developing, implementing and using winning KPI's those performance measures that will make a profound difference. This course is also aimed at providing the missing link between the balanced scorecard work and the reality of implementing performance measurement in an organization.

The goal of this course is to help to minimize the risks that working on a KPI balanced scorecard project encompasses. It is designed for the project team, senior management, external project facilitators and team coordinators whose role is to steer such a project to success. The roles they play could leave a great legacy in the organization for years to come or could amount to nothing by joining the many performance measurement initiatives that have failed.

### **Course Objectives**

Upon the successful completion of this course, participants will be able to:-

- Apply and gain a comprehensive knowledge on KPI (Key Performance Indicator)
- Develop outcome key performance indicators (KPI's)
- Design leading indicators of performance
- Develop a scorecard of KPI's at any organization level
- Link corporate KPI's to unit and Individual KPI's
- Make performance appraisals outcome-focused

### **Exclusive Smart Training Kit - H-STK®**



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

### **Who Should Attend**

This course provides an overview of all significant aspects and considerations of KPI for KPI project team, senior management, middle management, external project facilitators and team coordinators.

### **Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### **Course Fee**

**US\$ 3,750** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Douglas Robinson**, MBA, BSc (Honors), Dip, is currently the **President of DSR Consulting** and the **Professor of Business Studies Unit (BSU)** at **Durban Institute of Technology (DIT)**, where he is lecturing at **MBA level in Quality Management, Quality Control Systems and Standards, Legal Compliance and Corporate Governance Responsibilities, Corporate Valuation & Capital Restructuring, Managing Production Operations, Strategic Planning, Climate Change in Economics, Human Resources Management (HRM), Leadership & Change Management, Presentation**

**Skills, Negotiation Skills, Interpersonal Skills, Communication Skills, Adaptability & Flexibility, Learning & Self Development, Industrial Relationships, Driving Performance, Performance Measurement, Performance Goal Implementation, Time Management Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, Problem Solving & Decision Making, ISO 9001 Lead Auditor, Commercial Negotiation & Legal Aspects, Logistics & Supply Chain Management, Quality Management, Project Financial Planning, Financial Management, Materials Inventory Management, Budgeting & Cost Control, Project Accounting, Project Management, Contract Management, Operations Management, Procurement Management, Entrepreneurship and International Business.**

Mr. Robinson has over **40 years** of international experience in **Contract Management, Quality Management, ISO Standards, Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing Strategies, Project Management, Business Systems, Operations Management and Business Re-Organization**. Further, he is a **Registered Assessor of Quality Management, Logistics, Supply Chain Management, Procurement Strategies, Purchasing and Outsourcing**.

As a leader in the **Quality, Procurement and Logistics** fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in Procurement, financial, sales, distribution, materials management and costing.

During his long career life, Mr. Robinson worked for many **International companies** such as Tiger Brands, Nestle's, Mondi Manufacturing, Mondi Forests, Masonite Africa Ltd., Frame etc. He worked as **General Manager, Quality Manager, Procurement Manager, Logistics Manager, Logistics Superintendent, Project Manager, Purchasing Supervisor, SAP Facilitator**, etc.

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in **Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing, Strategic planning, business wellness analysis, Contract management, Project Management, feasibility studies, financial analysis, cash-flow forecasting, Capital investment analysis, risk analysis, Business process analysis, and Quality Management Systems**.

Mr. Robinson has a **Master** degree in **Business Administration (MBA)** from the **University of Durban-Westville**, a **Bachelor** degree with **Honors** in **Business Management and Administration** and **Diplomas** in **Medical Technology, Marketing Management, Business Management and Project Management** from the **University of Rhodesia** and from the **Damelin Management School** respectively. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**, an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.

### **Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Introduction to KPI's</b> Key Result Indicators • Performance and Result Indicators • Key Performance Indicators • Management Models that Have a Profound Impact on KPIs • Definitions
0930 – 0945	Break
0945 – 1100	<b>Foundation Stones for Implementing KPI's</b> Four Foundation Stones Guiding the Development and Use of KPIs • Defining Vision, Mission and Strategy
1100 – 1215	<b>Developing &amp; Using KPIs: A 12-Step Model</b> Step1: Senior Management Team Commitment • Step 2: Establishing a Winning KPI Project Team
1215 – 1230	Break
1230 – 1420	<b>Developing &amp; Using KPIs: A 12-Step Model (cont'd)</b> Step 3: Establishing a “Just Do It” Culture and Process” • Step 4: Setting Up a Holistic KPI Development Strategy
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day One

#### **Day 2**

0730 – 0930	<b>Developing &amp; Using KPIs: A 12-Step Model (cont'd)</b> Step 5: Marketing the KPI System to All Employees • Step 6: Identifying Organization- Wide Critical Success Factors
0930 – 0945	Break
0945 – 1100	<b>Developing &amp; Using KPIs: A 12-Step Model (cont'd)</b> Step 7: Recording Performance Measures in a Database • Step 8: Selecting Team-Level Performance Measures
1100 – 1215	<b>Developing &amp; Using KPIs: A 12-Step Model (cont'd)</b> Step 9: Selecting Organizational Winning KPIs
1215 – 1230	Break
1230 – 1420	<b>Developing &amp; Using KPIs: A 12-Step Model (cont'd)</b> Step 10: Developing the Reporting Framework at All Levels
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3**

0730 – 0930	<b>Developing &amp; Using KPIs: A 12-Step Model (cont'd)</b> Step 11: Facilitating the Use of Winning KPIs
0930 – 0945	Break
0945 – 1100	<b>Developing &amp; Using KPIs: A 12-Step Model (cont'd)</b> Step 12: Refining KPIs to Maintain Their Relevance
1100 – 1215	<b>Reporting Performance</b> Measures • Reporting Key Result Indicators in a Dashboard to the Board • Reporting Performance Measures to Management
1215 – 1230	Break
1230 – 1345	<b>Reporting Performance (cont'd)</b> Reporting Performance Measures to Staff • Graph Format Examples
1345 – 1400	<b>Course Conclusion</b>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

**Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



**Course Coordinator**

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