

Key Performance Indicators Masterclass

Not everything that counts can be counted, and not everything that can be counted counts

12th - 13th December 2017
Kuala Lumpur, Malaysia

Free Takeaway

Templates to track and document your KPIs

By attending this 2 day training course, you will be able to:

- **UNDERSTAND** the fundamentals of Performance Management and how to link Key Performance Indicators (KPIs) with organisational objectives
- **LEARN** how to develop Key Performance Indicators that are the right fit for your organisation
- **MANAGE** Key Performance Indicators in the organisation and avoid any drawbacks
- **IDENTIFY** and develop Key Performance Indicators (KPIs) to maximize organizational effectiveness
- **GAIN** essential knowledge and skills that will help in setting the stage for the development of Key Performance Indicators (KPIs)

What Will You Gain?

By the end of this course you will be able to:

- **UNDERSTAND** the difference between Key Performance Indicators (KPIs) and Key Result Areas (KRAs), and how they affect each other
- **MANAGE** and deploy Key Performance Indicators ensuring post-implementation follow-up
- **MONITOR** and control KPIs
- **MASTER** the critical drivers of Performance Management to ensure successful implementation in your organisation

Why you Should Attend?

Organizations with best practice KPIs clearly understand which indicators are crucial for learning, focus on those, while filtering out less relevant external reporting indicators, and nurture a high performance culture.

In reality, a lot of organizations use KPI, but the term is too loosely defined and overused as a form of business performance measure. Very few organizations actually monitor their true KPIs as a lot of organizations, business leaders, corporate accountants and consultants did not explore what a KPI really is. As a result, there are people having difficulty in implementing KPI monitoring and measuring systems, mostly due to the selection of KPIs and having problems with the monitoring systems.

To successfully measure the performance of a business or organization, there is a need to identify and focus on the correct processes, therefore it is crucial to identify what causes success and how best to measure its performance.

Who Should Attend?

This workshop is suitable for all departments from cross-industries. This training is particularly recommended for...

- ✓ HR Managers
- ✓ HR Directors
- ✓ Top Management
- ✓ Senior Managers
- ✓ Senior Executives

Organized by: _____



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