



DATE: **KEY PERFORMANCE INDICATORS**

Performance measurement is essential to survival.

Athletes live by it, countries, corporations and individuals all need it. However, there are some areas where we have a natural resistance to performance measurement. Identifying and overcoming these can make a major improvement in the top and bottom lines in both private and government organizations. In this workshop, you will learn about these and be provided with take-away tools for use back at your work station.

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Timing:

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Measurement is a prerequisite for improvement

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INTRODUCTION

This program is an important member of our corporate management performance improvement training and implementation sequence.

The growth of the Internet and the rapid development of improved systems for access to information now make comprehensive corporate performance management both possible and essential for corporate survival. This applies to both the private sector and government institutions, in particular those responsible for providing the infrastructure for the private sector to function properly.

To assist with this, we have developed a set of interactive tools suitable for use in any organization at the corporate and individual Strategic Business Unit level

OBJECTIVES

Upon completion of this training program participants will be able to return to their workplaces and:

- Prepare candidate tables for KPIs;
- Prepare KPI dashboards for Current Month, Year to Date and Revised Full Year;
- Generate KPI reports with automatically updated color-coded signals to management.

TRAINING METHODOLOGY

We emphasize learning by doing. After explaining the planned outcomes and our path towards achieving them, we communicate the learning messages in small chunks. These are reinforced by brief video examples, case studies from our experience and cases from the participants' experiences. Group exercises using interactive software and audience opinion polls are employed. We take care to avoid information overload.

During the training, we check progress via training effectiveness testing using the Kirkpatrick Model to measure reaction, learning, behavior and results.

IMPACT ON THE ORGANIZATION

The program is designed to improve corporate understanding of:

- Performance Management methods;
- When results should be high, low or on target;
- The link between processes and KPIs;

IMPACT ON THE PARTICIPANT

The program is designed to have impacts such as improvements in:

- General understanding of KPIs
- Ability to supervise performance improvement teams
- Readiness for promotion

WHO SHOULD ATTEND?

The program is designed for:

- Senior executives
- Strategic Business Unit managers
- Shared Services managers

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AGENDA

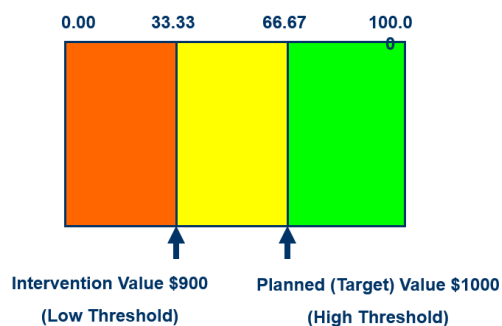
The program agenda is:

- Introduction to Performance Measurement
- Maslow's Hierarchy of Human Needs
- Positive Reinforcement Techniques
- Building Trust in Measurement
- Capturing Discretionary Effort
- Process Flowcharting to Find the KPIs
- Calculating ROI on KPI Projects
- Question Time

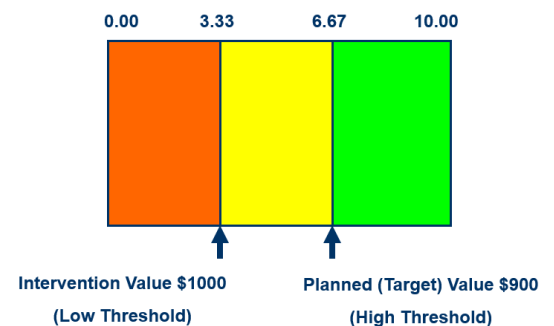
CONTENT EXAMPLES

Some examples of the content are shown in the following graphics:

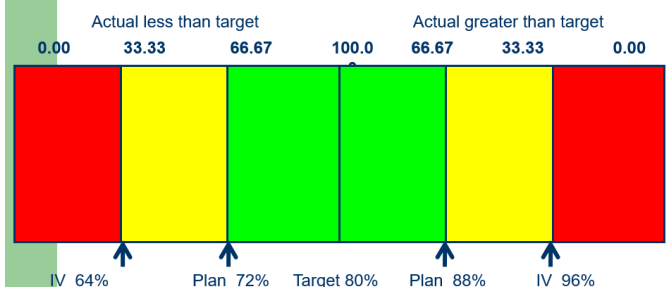
Case Study 1: When more is better



Case Study 2: When less is better



Case Study 3: When target is best and more or less is worse (eg Warehouse Utilization)



FACILITATORS

Our lead facilitator is Wilson Fyffe. He is supported by our regional training team.