

## Course overview

## CERTIFIED

# Key performance Indicator Professional (KPI)

KPI selection and data gathering are considered by professionals all around the world to be the most challenging aspects in working with KPIs. A way to address these challenges is to build a sound framework to measure KPIs, starting from the moment they are selected, until results are collected and centralized in performance reports. This training course presents a rigorous KPI Measurement Framework that embeds 10 years of research in the field of key performance indicators and relies on best practices identified in the business environment.

- **Participants' profile**

- **Professionals interested in measuring performance**

Professionals from different fields, such as finance, human resources, production, logistics, information technology and others, interested in key performance indicators, will acquire the competencies needed to measure the performance of their team, department or organization.

- **Top/middle/lower management professionals**

Executives or operational managers, regardless of their field of expertise, will gain the ability and knowledge to measure performance and maximize the value of using KPIs. The tools and resources offered as part of the Certified KPI Professional Training Course enable managers to apply the concepts learned within their organizations immediately after the course.

- **Performance measurement experts**

For professionals like Data Analysts, Strategy Managers, Performance Management Officer or Performance Architects, it is important to develop competencies in measuring performance, especially in terms of KPI selection and data gathering. Usually, this particular audience already has a performance measurement system set in place. and the The course offers them the opportunity to learn the best practices used in this field and identify how their current processes and approaches regarding KPIs can be improved.

## Benefits

- Support decision-making, by accessing relevant performance data;
- Use pre-populated tools to facilitate the implementation of a KPI Measurement Framework in your organization, by receiving 10+ templates used in working with KPIs;
- Access an innovative learning experience, based on a 3-stage educational process;
- Expand your business network, by becoming a member of the international Certified KPI Professionals Community.
- Obtain 40 CPD credits to include in your CPD records for your professional body, institute, regulator or employer.

## Agenda

### Day 1 - 4h

#### The world of KPIs

- Challenges in performance measurement;
- The value added by KPIs;
- KPIs concept map;
- Governance;
- Organizational levels.

#### Understanding KPIs

- KPI-related terminology;
- Breaking down SMART objectives;
- KPI lifecycle.

### Day 2 - 4h

#### KPI typology

- Leading vs. lagging KPIs;
- Qualitative vs. quantitative KPIs;
- Efficiency vs. effectiveness KPIs.

### Day 3 - 4h

#### KPI selection

- KPI selection for organizational scorecards;
- KPI selection sources;
- KPI selection techniques.

#### KPIs in context

- KPI selection for an industry;
- KPIs cascaded to a functional area.



### Day 4 - 4h

#### KPI Documentation

- KPI documentation form functions;
- KPI documentation form design;
- KPI documentation process;
- Organizational KPI libraries development;
- Weights and Indexes.

#### Working with targets

- KPI documentation process;
- Targets in practice;
- Challenges in working with targets;
- Negative behaviors when setting targets.

### Day 5 - 4h

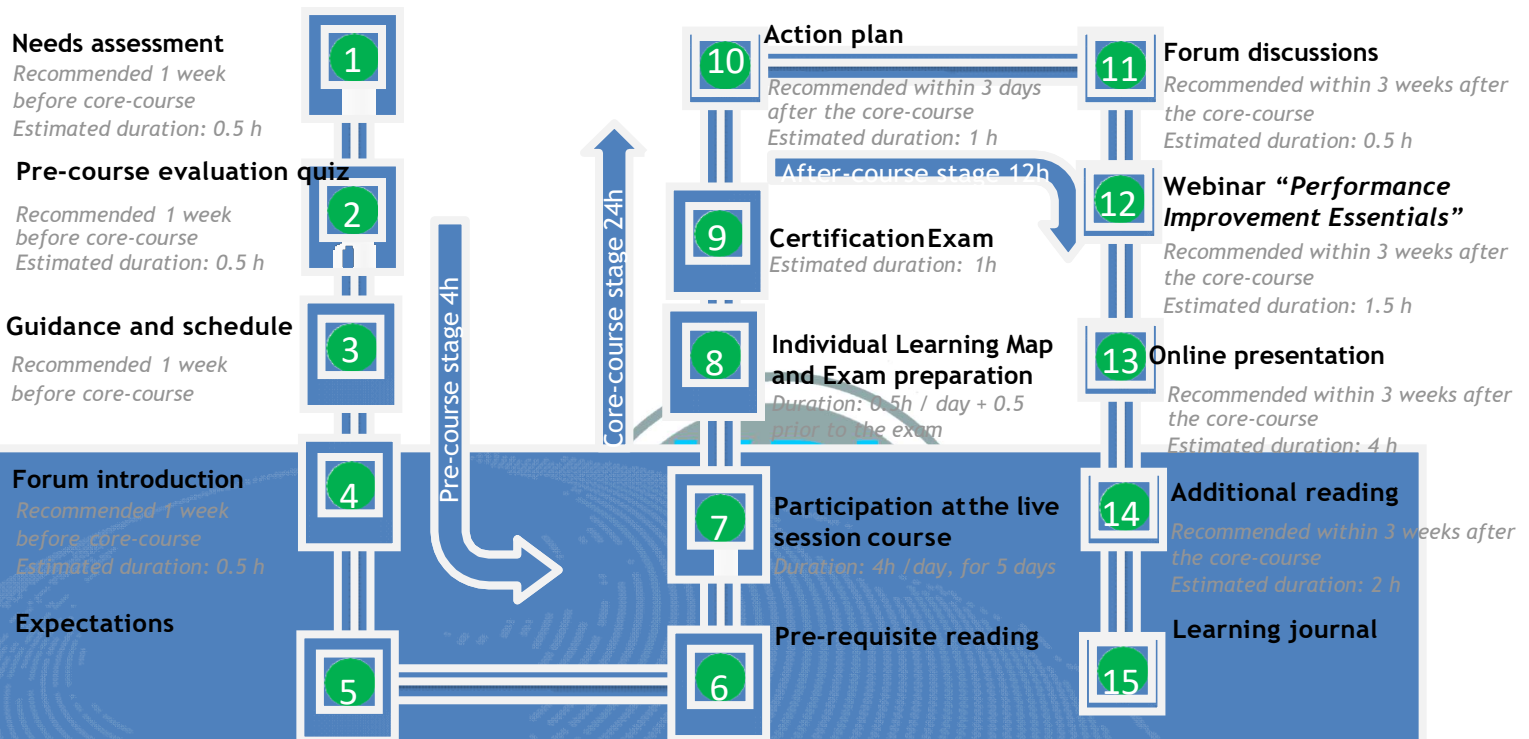
#### Data Gathering & Working with data custodians

- Data quality dimensions;
- KPI reporting data sources;
- KPI activation tools;
- KPI activation techniques;
- Guidelines to improving communication with data custodians;
- Community of Practice.

#### Data Visualization

- Guidelines to design efficient templates;
- Usability in terms of visual design;
- Scorecard and dashboard examples;
- Best practices in scorecard design;
- Best practices in dashboard design;
- Negative behaviors when setting targets.

# Certification Process



The certification process is finalized only when you complete all 3 stages of the learning experience. You will receive:

- Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- Certificate of Attendance (soft copy): after taking part in the 5 days of the live session course;
- Certified Professional diploma (soft copy): after you have successfully completed all 3 stages of the learning experience and the contractor has received full payment.
- CPD Certificate of Attendance (soft copy): once you have successfully obtained the Professional status.