



BSI Training Academy

Developing and Managing Key Performance Indicators (KPIs)

training course

Essential information about the course

Are you responsible for managing performance within your organization? This two-day course will introduce you to techniques and principles for developing performance management, and how to ensure they're aligned to your organization's mission and vision.

This course will help you to develop a good understanding of performance management processes. You'll consider how to set clear expectations for organizational performance, as well as using a structured approach to reviewing and monitoring.

At an organizational level, key performance indicators (KPIs) are a quantifiable metrics that reflect how well your organization is achieving its stated goals and objectives. At an employee level, KPIs can be used proactively to manage employee performance, reward excellence and recognize accomplishments.

Good KPIs are specific, measurable, aligned to the organizational vision and encourage the shaping of strategies and plans.

Our course agenda:

Day 1

- Introduction to creating a performance management system
- Benefits to key performance measurement
- Planning and preparation
- Seven steps of a performance management system
 - Review organizational mission and vision
 - Formulate overall business strategy
 - Functional objects/KRAs

Day 2

- Seven steps of a performance management system
 - Setting functional KPI's and aligning initiatives
 - KPI's implementation
 - Cascading to individual level KPIs
 - KPI Management System
- Characteristics of a good performance management system

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This is one of a suite of training courses designed to support your organization's drive for continual improvement. You may already be certified to one or more management systems standards, and you may also be interested in developing your organizational resilience.

Make sure the course is right for you

This is the course for you if:

- You're leading and managing the implementation of a performance measurement program within an the organization, including senior and middle managers, functional and departmental managers

This course will help you:

- Apply your knowledge and skills to the development of key performance indicators for your organization, and know how to deploy and manage them

How will you benefit?

- Understand the fundamentals and critical drivers for the successful implementation of performance measurement in your organization
- Understand the change management perspective of performance management

Why train with BSI?

Our high impact accelerated learning approach increases learning by improving knowledge retention and skill application. This course is activity-based, resulting in a deeper understanding of the material and a greater impact on job performance.



On completion, you'll be awarded an internationally recognized BSI Training Academy certificate

Next steps with the BSI Academy



Other courses in this suite include:

- Effective implementation of documented information systems
- Eight disciplines of team-oriented problem solving techniques
- Effective root cause analysis
- Process mapping toolbox towards excellence

You may also be interested in our Foundations of Organizational Resilience

bsi.

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