

Training Title

DEFINE MEANINGFUL KPIS TO ENHANCE ORGANIZATIONAL PERFORMANCE

Training Duration

5 days

Training Venue and Dates

REF ML028	Define Meaningful KPIs To Enhance Organizational Performance	5 Days	23-27 Sep	\$4,250	Dubai, UAE
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In any of the 5 star hotels. The exact venue will be informed once finalized.

Training Fees

- 4,250 US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch.

Training Certificate

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

TRAINING INTRODUCTION & DESCRIPTION

Crisis management, where organizations become reactive most of the time, became the common way of managing business. The everyday changes and challenges around us confuse many organizations and keep them run business based on firefighting concepts instead of effective planning. Some of those tools that help organizations become more effective, and make it possible for them, at a high competition market, to meet and exceed their needs and wants, are balancing their score cards, and benchmarking their processes to other successful business, where they can learn the best way for managing business.

Benchmarking is a tool by which, an organization may compare its performance to other organizations. While organizations need the information from others, they are afraid of losing some competitive advantage when they release their own information.

Participants in this course will be introduced to the benchmarking concept, and how benchmarking can be managed to get the desired information, for the information seekers, at the same time it protects the confidentiality of its own processes and information from being abused by others.

Balance Score Cards concept is a strategic tool for defining strategies. The main purpose is to align the different strategic goals to meet cooperate objectives. Balancing resources allow the organization, to effectively, uses its limited resources.

This workshop will introduce participants to basic concepts of Balance Score Cards and how to make it work for the organization.

Benchmarking and Balance Score cards are strategic tool. This course provides participants with some important strategic concepts, and practices to learn the basic components for building strategy, and how to form and implement an effective strategy.

TRAINING OBJECTIVES

Upon completion of this workshop, the participant will be introduced to the following:

- Benchmarking and using it effectively
- Introducing Balance Scorecards
- Strategy Forming and Implementations
- Effective Balance of Resources

WHO SHOULD ATTEND?

Managers, Section Head, Engineers, Supervisors, Planners, and Strategic Planners, auditors, and Management consultants

TRAINING METHODOLOGY:

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

DAILY OUTLINE

DAY 1

What is Benchmarking and using it effectively

- Introduction to Benchmarking
- Bench marking concept
- Why benchmarking is important, and why you should share accurate information
- The benchmarking cycle
- Planning for a benchmarking study
- Executing a benchmarking project
- Using results from benchmarking to detecting performance gap
- Using benchmarking for improving performance

DAY 2

- Understand what the Balanced scorecards is and the contribution it can make to implementing strategy
 - o Why does business need the balanced scorecards?
 - o Measuring Financial perspectives
 - o Measuring Customer Perspectives
 - o Measuring Internal Business processes prospective

- o Measuring learning and growth prospective

DAY 3

Introducing Balance Scorecards

- What is the Balance Score Cards?
- Elements of Balance Scorecards
- Key Performance Indicators
- Using Balance Score Cards for Building a strategy
 - o Linking Balanced Scorecards to your strategy
 - o Cause and effect relationship
 - o Outcomes and performance drivers
 - o Strategic verses diagnostic measures

DAY 4

Strategy Forming and Implementations

- ✓ The strategy team
- ✓ Forming strategies
- ✓ Implementing a strategy

Understand the role of strategic management and its use in managing strategy delivery and understanding of the key roles and context of strategy delivery

- Articulating business strategy as set of Hypotheses
- Enhancing the execution of strategy through human resources commitments to alignments
- Linking Strategic initiatives to the strategy
- Linking financial resources to the strategy
- Linking physical resources to the strategy
- Design and build a balanced scorecards using a case study
- Establishing objectives
- Obtaining clarity and consensus
- Achieving focus
- Selecting measures

DAY 5

Effective Balance of Resources

- Management mix for effective balance of resources.
- Performance Measurements
- Effective building of KPIs

Case Studies, Pre & Post Tests, Group Discussions, Last day review will be carried out.

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