

**Training Title**

**Define Meaningful KPIs To Enhance Organizational Performance**

**Training Duration**

5 days

**Training Venue and Dates**

REF ML030	Define Meaningful KPIs To Enhance Organizational Performance	5 Days	22 -26 September, 2019	\$4,250	Dubai, UAE
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Training will be held at any of the 5 star hotels. Exact venue will be informed later.

**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 OVERVIEW**

**TRAINING INTRODUCTION**

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 fire fighting 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.

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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 the its own processes and information from being abused by others.

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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

### DAILY SCHEDULE

#### 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
- 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

#### Introducing Balance Scorecards

- What is the Balance Score Cards?

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- 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 .

**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

**Effective Balance of Resources**

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

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**NOTE:**

Pre & Post Tests will be conducted.

Case Studies, Group Exercises, Group Discussions, Role plays, Last Day Review & Assessments will be carried out.

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