



TM278: Performance Measurements, Continuous Improvement & Benchmarking



Training Description:

This intensive training course presents a high-level appreciation of the features and benefits of three key performance areas namely: **Performance Measurement, Continuous Improvement and Benchmarking**. Originally led by Japanese organizations, many international companies are now leveling the field as performance measurement is seen as vital to quality process management and therefore shareholder value.

This training course will highlight:

- Understanding Performance Measurement and Benchmarking
- How to instigate, prolong and measure Continuous Improvement
- How to select the 'vital few' KPIs
- The vital impact of people on process
- How to integrate performance management with Lean and Agile operations and projects

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Explain the benefits of Performance Measurement, Continuous Improvement and Benchmarking
- ✓ Show how these activities play a part in helping their organization perform at a higher level
- ✓ Determine methods for generating and implementing effective performance measures
- ✓ Use a process improvement and benchmarking methods
- ✓ Integrate performance measures with relevant Lean and Agile tools to increase productivity

Training Designed for:

This course is intended for anyone who are actively involved or contemplating performance measurement, improvement and/or benchmarking activities and will greatly benefit; General Managers, Operational Managers, Maintenance Managers, Maintenance & Reliability Engineers, Technical managers & supervisors as well as Quality Managers.

Training Program:

DAY ONE:

- ❖ Pre-Test
- ❖ **Performance Measurement: The Starting Point for Improvement**
 - The Need for Performance Measurement
 - The impact of Lean and Agile methods
 - Data Use and Abuse: How to use Data Constructively
 - Selecting the 'vital few' Performance Measures
 - Performance measures in Operations and Projects
 - Current good practice in Performance Measurement

DAY TWO:

- ❖ **Using Measurements for Continuous Improvement**
 - Understanding Variation: The key to understanding performance
 - What histograms, run charts and control charts tell us about performance





- The Range and Standard Deviation
- Introduction to Control Charts
- How to Improve a Process
- Problem and Mission Statements

DAY THREE:

❖ An Overview of Lean and Agile Tools and Techniques

- What are Lean and Agile?
- The key principles of Lean management
- Project failures and the origins of Agile
- The fusion of Lean and Agile approaches – the current state of the art
- Analysing a Lean and Agile process or project
- Applying the tools and techniques in practice

DAY FOUR:

❖ Benchmarking, Measurement and Improvement

- Benchmarking process and project performance
- Identifying causes of problems, and potential solutions through benchmarking
- Demonstrating the link between a cause and its effect
- Investigating Relationships between Variables
- The role of Knowledge Management
- How the tools integrate with Lean and Agile methods

DAY FIVE:

❖ Running a Successful Benchmarking Project

- Scoping and planning benchmarking study
- Identifying and selecting benchmarking Metrics & Partners
- Running effective Lean and Agile projects and processes
- Integrating performance management with Lean and Agile
- The role of benchmarking in change management

❖ Course Conclusion

❖ Final Examination and EVALUATION

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

This training course is available upon request in English or Arabic. Content, location and duration can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.





Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures, Concepts, Role Play
- 30% Workshops & Work Presentations, Techniques
- 20% Based on Case Studies & Practical Exercises
- 20% Videos, Software & General Discussions
- Pre and Post Test

Training Fees:

As per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 16:00	Last Session

For training registrations or in-house enquiries, please contact:

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Training & Career Development Department

