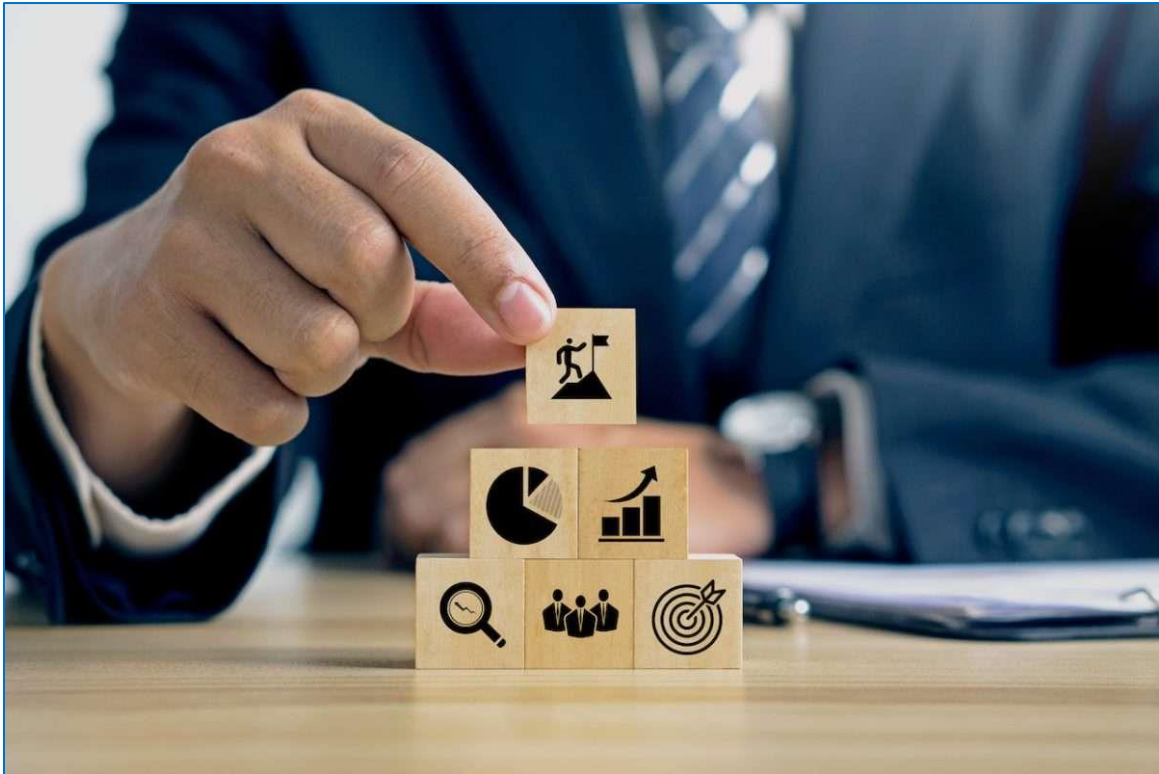




TM085: Performance Management & KPI Excellence

Training Description:

Performance Management & KPI Excellence is a practical and comprehensive training program designed to help organizations establish, implement, monitor and continuously improve performance management systems that align with strategic objectives. The training course provides participants with the knowledge and practical tools required to develop meaningful Key Performance Indicators (KPIs), measure organizational performance, enhance employee accountability and drive continuous improvement.

Participants will gain a clear understanding of modern performance management frameworks, Balanced Scorecard methodology, SMART KPIs, dashboard development, data analysis, target setting and performance reporting. Through practical workshops, case studies and real-life examples, participants will learn how to translate organizational strategy into measurable results while creating a high-performance culture across all organizational levels.

The training course combines international best practices with practical applications suitable for both public and private sector organizations.

Training Objectives:

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

- ✓ Understand the principles of modern Performance Management Systems (PMS)
- ✓ Align organizational goals with departmental and individual performance
- ✓ Develop strategic and operational KPIs
- ✓ Design SMART and measurable performance indicators
- ✓ Apply the Balanced Scorecard framework
- ✓ Establish KPI targets and performance baselines
- ✓ Build effective KPI dashboards and scorecards
- ✓ Analyze performance data for informed decision-making
- ✓ Conduct effective performance reviews
- ✓ Identify performance gaps and improvement opportunities
- ✓ Implement corrective actions using performance data
- ✓ Foster a culture of accountability and continuous improvement

Expected Learning Outcomes:

- ✓ Design and implement an effective Performance Management System aligned with organizational strategy
- ✓ Develop meaningful, measurable and actionable KPIs using internationally recognized best practices
- ✓ Build Balanced Scorecards and strategy maps that translate strategic objectives into measurable outcomes
- ✓ Establish performance baselines, set realistic targets and monitor progress through dashboards and reports
- ✓ Analyze KPI data to identify trends, performance gaps, and root causes of underperformance
- ✓ Lead structured performance review meetings and implement corrective actions that drive accountability and continuous improvement
- ✓ Create a sustainable performance culture that supports organizational excellence, operational efficiency and strategic decision-making

Training Designed for:

This training course is intended for Senior Managers, Department Managers, Operations Managers, Strategic Planning Managers, HR Professionals, Performance Management Officers, Business Excellence Professionals, Project Managers, Quality Assurance Professionals, Government Performance Officers, KPI Coordinators, Team Leaders, Business Analysts, Supervisors and Anyone responsible for organizational performance measurement and improvement.

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.”

Contents 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 Program:

DAY ONE:

FUNDAMENTALS OF PERFORMANCE MANAGEMENT

- ❖ **Module 1: Introduction to Performance Management**
 - Definition and importance of performance management
 - Evolution of performance management systems
 - Characteristics of high-performing organizations
 - Performance management cycle
 - Strategic importance of KPIs
- ❖ **Module 2: Organizational Strategy and Performance**
 - Vision, mission and strategic objectives
 - Strategic planning fundamentals
 - Cascading organizational objectives
 - Aligning departmental objectives
 - Performance governance
- ❖ **Module 3: Performance Management Frameworks**
 - Traditional vs modern performance systems
 - Results-Based Management
 - Performance Excellence Models
 - Continuous improvement concepts
 - International best practices
- ❖ **Practical Exercises:**
 - Assessing current performance management maturity
 - Mapping organizational objectives
 - Identifying performance challenges

DAY TWO:

DEVELOPING EFFECTIVE KPIs

- ❖ **Module 4: Understanding KPIs**
 - What makes a good KPI?

- Types of KPIs
- Leading vs lagging indicators
- Financial and non-financial KPIs
- Strategic and operational KPIs
- ❖ **Module 5: Designing SMART KPIs**
 - SMART methodology
 - KPI selection criteria
 - KPI formulas
 - Defining measurement units
 - Frequency of measurement
 - Data ownership
- ❖ **Module 6: KPI Development Process**
 - Identifying Critical Success Factors (CSFs)
 - Linking KPIs to objectives
 - Setting realistic targets
 - KPI documentation
 - KPI governance
- ❖ **Practical Workshop**
Participants will develop KPIs for:
 - Finance
 - Operations
 - Maintenance
 - HR
 - Procurement
 - Customer Service
 - Projects

DAY THREE:

BALANCED SCORECARD & PERFORMANCE MEASUREMENT

- ❖ **Module 7: Balanced Scorecard Framework**
 - History and concepts
 - Four Balanced Scorecard perspectives
 - Financial
 - Customer
 - Internal Processes
 - Learning and Growth
 - Strategy mapping
- ❖ **Module 8: Building Organizational Scorecards**
 - Strategic objectives
 - Performance indicators
 - Target setting
 - Strategic initiatives
 - Performance alignment
- ❖ **Module 9: Performance Data Management**
 - Data collection methods
 - Data quality

- Data validation
- KPI automation
- Information systems
- ❖ **Practical Workshop**
Participants create:
 - Strategy Maps
 - Balanced Scorecards
 - Departmental Scorecards
 - KPI Libraries

DAY FOUR:

PERFORMANCE MONITORING, REPORTING & IMPROVEMENT

- ❖ **Module 10: Performance Monitoring**
 - Performance review cycles
 - Monthly reporting
 - Quarterly reviews
 - Annual evaluations
 - Executive reporting
- ❖ **Module 11: KPI Dashboards**
 - Dashboard design principles
 - Visual management
 - Traffic light reporting
 - Trend analysis
 - Executive dashboards
- ❖ **Module 12: Performance Analysis**
 - Root cause analysis
 - Gap analysis
 - Benchmarking
 - Variance analysis
 - Identifying improvement opportunities
- ❖ **Practical Workshop**
Participants analyze:
 - KPI reports
 - Dashboard performance
 - Organizational trends
 - Root causes of underperformance

DAY FIVE:

DRIVING HIGH PERFORMANCE & CONTINUOUS IMPROVEMENT

- ❖ **Module 13: Performance Review Meetings**
 - Conducting productive review meetings
 - Decision-making using KPIs
 - Corrective action planning
 - Accountability frameworks
- ❖ **Module 14: Continuous Performance Improvement**
 - PDCA Cycle
 - Lean Performance Management

- Kaizen principles
- Continuous improvement culture
- Employee engagement
- ❖ **Module 15: Performance Management Implementation**
 - Implementation roadmap
 - Change management
 - Communication planning
 - Managing resistance
 - Sustaining performance excellence
- ❖ **Final Practical Exercise:**
Participants will develop a complete Performance Management Framework including:
 - Strategic objectives
 - Critical Success Factors
 - Balanced Scorecard
 - KPI Library
 - KPI Dashboard
 - Performance Review Process
 - Improvement Action Plan
- ❖ **Case Studies:**
Participants will work on practical case studies covering:
 - KPI failures and lessons learned
 - Successful Balanced Scorecard implementation
 - Public sector performance management
 - Manufacturing performance improvement
 - Service industry KPI design
 - Project performance measurement
 - Operational excellence through KPIs
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

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

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

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

Training Fees:

USD\$ TBA - 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 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

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

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