

如何制定关键绩效指标？

成功的绩效管理蓝图

Developing Key Performance Indicators Workshop - Roadmap To Successful Performance Management

(Mandarin Session/ 华语授课)

15 AUG 2023, 9am - 5pm @ Zoom

COURSE OBJECTIVE

This KPI workshop is a lively mixture of theory and work on case studies. At the end of the course participants will be able to:

- Describe the structure and typical content of a Balanced Business Scorecard.
- Develop practical skills in developing KPIs for the company.
- Develop KPI ownership and implementation effectiveness.

讲师：

Brian Wee

- 马来西亚人力资源发展部认证讲师及人力资源顾问
- 超过30年经验的企业培训及咨询

RM385/ pax

Click to Register

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COURSE INTRODUCTION

This one-day KPI training course covers basic understanding of balanced scorecard and using KPIs to improve performance and to put strategy at the center of key management processes and systems including incentive schemes and resource/budget planning activities.

COURSE CONTENT

MODULE 1: BALANCED SCORECARD (BSC)

- Balanced Scorecard Overview
- Why Use a Balanced Scorecard
- Four (4) Perspectives of a Balanced Scorecard

Exercise #1: Revisiting Existing Performance Measures

MODULE 2: DETERMINING KEY RESULTS

- Traditional Approach to Selecting Objectives
- New Approach to Selecting Objectives
- What Is Purpose of Key Results Areas?
- Guidelines For Determining Key Results Area
- Examples of Key Results Areas
- Determining Your Key Results Area

Case Study #1: KRAs, KPIs and Turn Around Company

MODULE 3: DEVELOPING & USE OF WINNING EFFECTIVE KEY PERFORMANCE INDICATORS (KPIs)

Overview of Performance Indicators

- KPIs in The Balanced Scorecard Context
- Examples of KPIs
- Goals of KPIs
- Deriving KPIs from Cascaded Objectives
- Setting Performance Targets
- Criteria for Selecting Appropriate KPIs

Workshop #1: Brainstorming Critical Success Factors
Workshop #2: How to Identify & Select Your KPIs

Implementing KPIs

- KPI Owner's Roles and Responsibilities
- Monitoring Systems for KPIs

Present KPIs in a Decision-Based Way

- Daily KPI Reporting
- Weekly KPI Reporting
- Monthly Performance Measure Reporting to The Board, Management & Staff

Workshop #3: Designing a Dashboard for The Board

Achieving Performance Results

- Interpreting KPI Results
- Identifying Causal Factors
- Scoping and Taking Corrective Actions
- Performance Improvement Task Forces

COURSE METHODOLOGY

Lecture, Case Studies, Group Discussion, Video clips and Hand on exercises

DURATION

1 Day