

€ TRAINING

Support Services and Key Performance
Indicators





Support Services and Key Performance Indicators

Introduction:

This training program explores the crucial role of support services in organizational success and the importance of Key Performance Indicators (KPIs) in measuring and enhancing these services. It empowers participants to effectively evaluate and improve support functions by utilizing KPIs to drive performance and achieve strategic goals.

Program Objectives:

By the end of this program, participants will be able to:

- Understand the role and impact of support services in organizations.
- Develop and implement KPIs for assessing support services.
- Analyze and interpret KPI data to drive improvements.
- Align support services with organizational objectives.
- Utilize best practices for KPI management and reporting.

Targeted Audience:

- Support Services Managers.
- Operations Managers.
- Performance Analysts.
- Business Analysts.
- Strategic Planners.

Program Outline:

Unit 1:

Understanding Support Services:

- Definition and scope of support services.
- Importance of support services in organizational success.

- Key functions and responsibilities of support services.
- Challenges in managing support services.
- Strategies for optimizing support services.

Unit 2:

Introduction to Key Performance Indicators KPIs:

- Definition and purpose of KPIs.
- Types of KPIs relevant to support services.
- Developing effective KPIs for support functions.
- The role of KPIs in performance management.
- KPI measurement and reporting techniques.

Unit 3:

Developing KPIs for Support Services:

- Identifying key areas for KPI implementation.
- Setting SMART objectives for KPIs.
- Designing and selecting appropriate KPIs.
- Integrating KPIs with support service strategies.
- Case studies on KPI development.

Unit 4:

Analyzing and Interpreting KPI Data:

- Techniques for analyzing KPI data.
- Interpreting KPI results and trends.
- Using KPI data to drive decision-making.
- Addressing performance gaps and issues.
- Communicating KPI findings to stakeholders.

Unit 5:

Best Practices in KPI Management:

- Establishing a KPI management framework.
- Continuous monitoring and evaluation of KPIs.
- Aligning KPIs with organizational goals.
- Best practices for KPI reporting and visualization.
- Adapting KPIs to changing organizational needs.