

€ TRAINING

Certified KPI Professional and Practitioner





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Introduction:

This program is designed to prepare participants for the certification exam only.

Practitioners consider selection and data gathering worldwide to be the most challenging aspects of working with Key Performance Indicators KPIs. A way to address these challenges is to build a sound framework to measure KPIs, starting from the moment they are selected, until results are collected to be centralized in performance reports.

Program Objectives:

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

- Understand KPI measurement challenges and how to address them.
- Select KPIs for scorecards and dashboards from the organizational to the departmental and individual levels.
- Develop a KPI implementation project plan.
- Optimize the KPI activation and data-gathering process.
- Differentiate between objectives, KPIs, and initiatives.
- Understand KPI selection in different contexts.

Targeted Audience:

- Professionals interested in measuring performance.
- Top/middle/lower management professionals.
- Performance measurement experts.

Program Outlines:

Unit 1.

Introduction to KPIs:

- Overview of performance measurement challenges.
- Importance of KPIs in addressing these challenges.

- Introduction to building a sound framework for KPI measurement.
- Understanding the KPI measurement process from selection to centralized reporting.

Unit 2.

Understanding KPIs:

- Explanation of KPI-related terminology.
- Decomposing SMART objectives using specific criteria.
- Overview of the KPI lifecycle.
- Discussion on the governance of KPIs at different organizational levels.

Unit 3.

Types and Taxonomy of KPIs:

- Differentiating between leading and lagging KPIs.
- Understanding qualitative vs. quantitative KPIs.
- Exploring efficiency vs. effectiveness KPIs.
- Introduction to the interdisciplinary systemic worldview in KPI taxonomy.

Unit 4.

KPI Selection Process:

- Techniques for selecting KPIs for organizational scorecards.
- Identifying sources for KPI selection.
- Approaches to aligning KPIs with organizational objectives.
- Cascading KPIs to functional areas for effective measurement.

Unit 5.

Documentation and Target Setting:

- Functions and design of KPI documentation forms.
- Process for documenting KPIs within organizations.

- Establishing targets and the target-setting process.
- Addressing challenges and negative behaviors in target-setting.

Unit 6.

Data Gathering and Activation:

- Dimensions of data quality in KPI measurement.
- Identifying data sources for KPI reporting.
- Tools and techniques for activating KPIs.
- Collaboration with data custodians and collection methods.

Unit 7.

Data Visualization:

- Guidelines for designing efficient templates for data visualization.
- Usability considerations in visual design for scorecards and dashboards.
- Importance of effective data visualization in conveying information.
- Best practices for incorporating interactivity and user engagement in data visualizations.
- Strategies for selecting appropriate visualization techniques based on data characteristics and audience preferences.

Unit 8.

Scorecard and Dashboard Design:

- Further exploration of efficient template design for scorecards and dashboards.
- Best practices in designing visually appealing and user-friendly dashboards.
- Incorporating KPIs into scorecard and dashboard designs for effective performance monitoring.
- Strategies for customizing dashboards to meet specific user needs and preferences.
- Utilizing data storytelling techniques to enhance the narrative within scorecards and dashboards.

Unit 9:

Implementation Project Planning:

- Developing a KPI implementation project plan.
- Strategies for optimizing the KPI activation and data-gathering process.
- Ensuring successful deployment of KPI measurement frameworks within organizations.
- Identifying key stakeholders and roles for KPI implementation projects.

Unit 10.

Review and Application:

- Recap of key concepts covered throughout the course.
- Application of learned principles to real-world scenarios.
- Summarizing key learnings from the training program.
- Reflecting on practical applications of KPI principles.
- Addressing any remaining questions or concerns from participants.

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