

# € TRAINING

Mastering Maintenance Management



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## Introduction:

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:

At the end of this course, the 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.

## Target 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

## 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

## 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

## Unit 10.

### Review and Application:



- Recap of key concepts covered throughout the course
- Application of learned principles to real-world scenarios
- Q&A session and discussion on practical challenges and solutions
- Conclusion and certification for course participants