€TRAINING

Certified KPI Professional and Practitioner

8 - 12 June 2025
Cairo (Egypt)

Certified KPI Professional and Practitioner

REF: H1651 DATE: 8 - 12 June 2025 Venue: Cairo (Egypt) - Fee: 3520 Euro

Introduction:

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

This training program provides an in-depth exploration of Key Performance Indicators KPIs, covering their design, development, and implementation. It empowers participants to effectively measure and manage performance by understanding KPI typology, selection, documentation, and data visualization techniques.

Program Objectives:

At 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.

- Prepare for the certification exam.

Targeted Audience:

- Professionals interested in measuring performance.

- Top/middle/lower management professionals.

- Performance measurement experts.

Program Outlines:

Unit 1:

The World of KPIs:

- Challenges in performance measurement.

- The value added by KPIs.

- KPIs concept map.

- Governance.

- Organizational levels.

Understanding KPIs:

- KPI related terminology.

- SMART objectives are decomposed by specific criteria.

- KPI lifecycle.

Unit 2:

KPI typology:

- Leading vs. lagging KPIs.

- Qualitative vs. quantitative KPIs.

- Efficiency vs. effectiveness KPIs.

KPI Taxonomy:

- Interdisciplinary systemic worldview.

- KPI use case scenarios.

- KPI DNA map.

Unit 3:

KPI selection:

- KPI selection for organizational scorecard.

- KPI selection sources.

- KPI selection techniques.

KPI Alignment:

- KPI alignment approaches.

- KPI selection for corporate scorecard.

- KPIs cascaded to the functional area.

Unit 4:

KPI documentation:

- KPI documentation form functions.

- KPI documentation form design.

- KPI documentation process.

- Organizational KPI libraries.

Working with targets:

- Target setting process.

- Targets in practice.

- Challenges in working with targets.

- Negative behaviors when setting targets.

Unit 5:

Data gathering:

- Data quality dimensions.

- KPI reporting data sources.

- KPI activation tools and techniques.

- Working with data custodians.

- Data collection methods.

Data visualization:

- Guidelines for designing efficient templates;

- Usability in terms of visual design.

- Scorecard and dashboard design.

Prepare for the certification exam.

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