

€ TRAINING

Mastering Key Performance Indicators KPIs



17 - 21 March 2025
Tbilisi (Georgia)



Mastering Key Performance Indicators KPIs

REF: A2631 DATE: 17 - 21 March 2025 Venue: Tbilisi (Georgia) - Fee: 5750 Euro

Introduction:

This training program is designed to equip participants with the skills to develop, implement, and manage effective KPIs to achieve organizational goals and enhance decision-making and organizational effectiveness.

Program Objectives:

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

- Understand the fundamental concepts and importance of KPIs in business performance management.
- Develop and implement KPIs that are aligned with organizational goals and strategies.
- Analyze and interpret KPI data to drive strategic decisions.
- Create effective KPI reports and dashboards for various stakeholders.
- Apply best practices and avoid common pitfalls in KPI management.

Target Audience:

- Business managers and executives.
- Performance management professionals.
- Data analysts and business intelligence professionals.
- Project managers and team leaders.
- Professionals responsible for measuring and managing business performance.

Program Outline:

Unit 1:

Introduction to Key Performance Indicators KPIs:

- Understanding KPIs.
- Types of KPIs.
- Strategic Importance of KPIs.

- KPIs in Different Business Functions.
- Common KPI Frameworks.

Unit 2:

Developing Effective KPIs:

- Setting Clear Objectives.
- SMART Criteria for KPIs.
- KPI Selection Process.
- Benchmarking KPIs.
- KPI Documentation.

Unit 3:

Implementing KPIs:

- Integrating KPIs into Business Processes.
- Data Collection Methods.
- Ensuring Data Accuracy.
- Creating KPI Dashboards.
- Change Management for KPI Implementation.

Unit 4:

Analyzing and Interpreting KPI Data:

- Data Analysis Techniques.
- Identifying Trends and Patterns.
- KPI Reporting Best Practices.
- Performance Review Meetings.
- Continuous Improvement with KPIs.

Unit 5:



Best Practices and Common Pitfalls in KPI Management:

- KPI Best Practices.
- Avoiding Common KPI Pitfalls.
- Aligning KPIs with Organizational Culture.
- Future Trends in KPI Management.