Key Performance Indicators and Optimisation
Delivering Results by Aligning Measures with Strategy

31 August - 04 September 2020
08:30 to 14:30 Dubai [GMT 4]
Why Choose this Online Training Course?

This AZTech online training course enables you to implement or upgrade measurement systems in your department or organization. The online training course links activity with strategy through success factors and performance measures. The online training course clarifies the differences and connections between critical success factors (CSFs), key results indicators (KRIs), and key performance indicators (KPIs) explaining how each should be used and how to pick the vital few measures from the many indicators that most organizations use.

You will discover a powerful method for implementing a successful performance measurement system, exploring a range of proven performance measures, and use Excel to develop useful Dashboard and Scorecard worksheets.

This AZTech online training course will feature:

- Integrating performance measures in strategic and operational management systems
- How to link Strategy to Operational Activities
- How to develop and use performance and result indicators
- Understanding success factors
- Methods for developing and implementing a Performance Measurement System
- Provision of a practical resource kit for implementing performance measurements

What are the Goals?

By the end of this AZTech online training course, participants will be able to:

- Realize the benefits of utilizing an effective Performance Measurement System
- Understand the concept of Strategy and Strategy Execution
- Deploy a successful methodology for developing and implementing performance metrics
- Address the human factors of implementing a performance measurement system
- Design and develop Dashboards and Scorecards in Excel
- Evaluate and select success factors/CSFs and performance measures/KRIs/KPIs

Who is This Online Training Course for?

This AZTech online training course is suitable to a wide range of professionals but will greatly benefit:

- All personnel involved in developing and implementing Performance Measures
- Advisors, planners, and others developing Scorecards and Dashboards
- Functional, Line and Operational Managers
- Process Improvement/Quality managers
- Project / PMO Managers

How will Training Course be Presented?

This AZTech online training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The online course is conducted online using ClickMeeting.
THE COURSE CONTENT

DAY 01: Understanding the Current Situation and the Need for Change

- What is Performance Measurements and Management
- The need for performance measurement
- Current methods of measurement and common failings
- Characteristics of good measures
- Defining Strategy and how to translate it into action and Execution
- Barriers and Success Factors related to Strategy Execution

DAY 02: Driving the Mission statement/aims into the Organization through Success Factors

- Building a Strategy Focused Organization (SFO)
- Balanced Scorecard and the Performance Metrics – The 4 Perspectives
- Examples of Specific Metrics – Financial Perspective
- Defining Critical Success Factors
- Characteristics of Key Performance Indicators
- Organization Excellence

DAY 03: Planning to Implement Performance Measurement

- Foundation for Successful Management – The Best Practice Model
- How to develop and Standardize Performance Metrics
- Examples of Specific Performance Metrics – Customer Perspective
- The 6 phase model for implementing a successful Performance Measurement System
- Implementation Phase 1: Gaining management commitment and selecting a winning team

DAY 04: Developing and Implementing Success Factors and Performance Measurements

- Identifying and managing human factors in performance measurement
- Implementing Phase 2: Planning for Success – Strategic Business Planning Framework
- Examples of Specific Performance Metrics – Process Perspective
- Implementation Phase 3: Clarifying the success factors and measurements using Balanced Scorecard and Strategy Maps
- Implementation Phase 4: Performance Contracts Framework
- Using Excel to Develop a Balanced Scorecard for your organization and to obtain the final score
- Examples of Specific Performance Metrics – Learning and Growth Perspective

DAY 05: Full Day Workshop on the Design and Development of Scorecards and Dashboards using “EXCEL”

- Excel: Advanced features and skills for Dashboards and Scorecards including the following
- Introduction and Dashboard Discussion
  - Implementing Phase 5: Finalizing Metrics and Developing a Reporting System
  - Excel hands-on Exercise – Develop a Dashboard
- Excel hands-on Exercise – Develop a BSC
- Implementing Phase 6: Maintenance and Embedding the System
- Review and wrap up

COURSE SCHEDULE:
31 Aug - 04 Sep 2020
08:30 to 14:30 Dubai [GMT 4]

THE CERTIFICATE
An AZTech e-Certificate for delegates who attend and complete the online training course
Key Performance Indicators and Optimisation
Delivering Results by Aligning Measures with Strategy

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>FEES(USD)</th>
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<tbody>
<tr>
<td>31 Aug - 04 Sep 2020</td>
<td>08:30 to 14:30 Dubai [GMT 4]</td>
<td>$2,350</td>
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REGISTER NOW

THE COURSE SCHEDULE

<table>
<thead>
<tr>
<th>TIME</th>
<th>Session</th>
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<tbody>
<tr>
<td>08:30 - 09:00</td>
<td>Welcome, Setup, Registration</td>
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<tr>
<td>09:00 – 10:30</td>
<td>First Session</td>
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<td>10:30 – 11:00</td>
<td>Break (30 mins)</td>
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<td>11:00 – 12:30</td>
<td>Second Session</td>
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<tr>
<td>12:30 – 13:00</td>
<td>Break (30 mins)</td>
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<tr>
<td>13:00 – 14:30</td>
<td>Third Session</td>
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Our training portfolio will provide you a number of seminars and courses to choose from depending on your organisational goals and personal development objectives.

CERTIFICATION
AZTech Certificate of Completion for delegates who attend and complete the training course

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