

DESIGNING STRATEGIC KPIs



Measuring performance at the strategic level is the core of organizational performance measurement and management.

However, there is always a performance gap between having a strategy and executing the strategy.

By having well-designed appropriate strategic performance measures and key performance indicators (KPI), in place within a context of managed change, an organization is well positioned to reap the full benefits of its performance improvement initiatives. Strategic KPI are used to assess current performance and guide action towards **improvement and enhancement**.

Targeted Audience

- Designed for anyone responsible or interested in organizational performance. Particularly those whose roles includes designing, reviewing, contributing to, reporting of or using performance measures and targets.
- Typical job roles would include Chief Executives, Directors of Finance, Human Resource, Performance, Strategy, Accountants, auditors, Performance Manager and Performance Analysts.

Towards Improvement & Enhancement

A 2-days intensive course designed to help you track & monitor the progress of your corporate strategic plan and to also know how well the plan is being executed.

You'll learn to

- ✓ Recognize the critical role of strategic performance measurement.
- ✓ Understand the key pitfalls and traps many organizational fall into.
- ✓ Understand the importance of strategic planning, strategic mapping and Key Performance Indicators.
- ✓ Know what makes good Key Performance Indicators.
- ✓ Develop a strategic map.
- ✓ Formulate strategic performance goals.
- ✓ Design meaningful and winning strategic Key Performance Indicators!
- ✓ Create the right organizational context for measuring and improving organizational performance!

Number Of Participants

Preferably not more than 20 participants for better effectiveness. Course Facilitator would be able to provide personal attention.



For more information, please contact

IDC TRAINING HOUSE SDN BHD

TEL: 03-7956 5126

WWW.IDC-TRAINING.COM

HRD Approved "Class A" Training Provider (since Year 2002). Registered with Ministry of Finance.

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Trainer's Background

Lim Kheng Joo, a Principal Trainer & Consultant, specializes in strategic performance measurement, competency management, change management, human capital development and corporate values & business ethics management.



Kheng Joo has more than 30 years of working experience in both public and private sectors. While in the Malaysian Civil Service, he served as a management trainer with the National Institute of Public Administration (INTAN). In addition, he also worked as a management consultant with the Malaysian Administrative Management Planning Unit (MAMPU), Prime Minister's Department.

His competencies includes being a

- ✓ Certified Professional Trainer from the International Professional Managers Association (IPMA, UK)
- ✓ Competency Professional accredited by the SMR Group
- ✓ Senior Facilitator of the Paul J Meyer's Dynamic Successful Management Program

More than 10,000 executives have benefited from Kheng Joo's learning and development program. His corporate clients include

- ✓ Ministry of Science, Technology & Innovation ICT Policy Div);
- ✓ CyberSecurity Malaysia Berhad;
- ✓ .my DOMAIN REGISTRY;
- ✓ Biotropics Malaysia Berhad;
- ✓ Malaysia Rubber Export Promotion Council;
- ✓ SMR Technology Berhad;
- ✓ DP Controls Sdn Bhd;
- ✓ Department of Irrigation & Drainage Malaysia;
- ✓ Global Knowledge Partnership Secretariat and
- ✓ the International Tropical Fruits Network Secretariat.

Kheng Joo has a strong academic background with a Master in Development Management from the Asian Institute of Management, Philippines, a Post-graduate Diploma in Management Science from the National Institute of Public Administration (INTAN) and a B.A. (Hons.) in Economics from University of Malaya.



How You'll Learn

A blend of information dissemination brief with highly interactive delivery, incorporates knowledge transfer methods of worksheet exercises, support multi-media learning, group activities, direct delivery of about 40%, with hands-on skills practice session.

Topics to Be Covered

M1: Why Measure Strategic Performance

- Why measure?
- Some terminologies: Economy: Efficiency, Productivity, Performance
- The Organizational Performance Measurement Model (OPM)
- The values – driven Balanced Scorecard (vBSC) Corporate Performance Measurement Framework

M2: Strategic Planning

- Mission, core values, vision
- SLOT analysis

M3: Values-driven Balanced Scorecard (vBSC)

- Six vBSC perspectives
- Key result areas

M4: Strategic Performance Scorecard

- Strategy mapping
- Strategic Goals & outcomes
- The performance tree

M5: Strategic Key Performance Indicators (KPI)

- Designing winning KPI
- Testing winning KPI

M6: Implementing Performance Improvement Initiatives

- Managing the change process
- Tools and techniques for managing change