

KPI MANAGEMENT

MAL009

COURSE OVERVIEW

An organization's success is determined by the performance of its employees. Organizations that attract, develop, and retain employees, will emerge stronger and have better long-term success.

This program is designed for managers to use KPIs as a 'compass' to understand whether they are taking a path to success or not. The program will help develop a greater capacity, and a focused approach, to managing talent and performance in your organization. Delegates will learn the tools, strategies, and best practices, to effectively manage their most important resource – their people.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- How to define & measure our given business goals.
- Understand why have KPI's.
- Understand of the terminology and practices used in modern performance management.
- Have the knowledge and expertise to set employee KPIs, and ensure they are aligned with the overall goals of an organization
- Have the skills of how to manage, coach, and mentor, employees.
- Have the ability to give employees regular, quality feedback on their performance.
- Have the knowledge of how to develop internal talent.
- Understand the ways to reward and recognize the efforts of employees
- Explain links to Performance Management

WHO SHOULD ATTEND

Anybody involved in the Key Performance Indicators - KPI's who is responsible for managing integrated projects managements and who carries out the process of project management and follow-up of employees and production lines. They will include managers from:

- Project Managers
- Supply Chain Managers
- Purchasing and Procurement Managers
- Logistics Managers
- Distribution Managers
- Production Managers
- Engineering Managers
- Sales Managers
- Marketing Managers

COURSE DURATION

5 Working Days

COURSE OUTLINES

- Fundamentals of Key Performance Indicators
 - Key Performance Indicators management concepts.
 - Key Performance Indicators alignment with business strategy.
 - Key Performance Indicators design and Improvement considerations.
- Understanding KPIs And The Impact On An Organization
 - Why KPIs are so important
 - Advantages And Disadvantages of KPIs
- KPIs As A Foundation For Creating Accountability
- Building SMART(ER) KPIs aligned with Departmental Objectives
- The Basics Of Performance Management
- Ways To Measure And Monitor The Performance Of Employees
- The Performance Appraisal Process
- The Tools Used In Performance Appraisals
 - Approaches To Appraisal Documents
- Appraisal And Performance Reviews
 - How To Conduct A Fair Appraisal
 - How To Have A Productive Appraisal Discussions
- The Importance Of Supportive Feedback
- Preparing for a Feedback Conversation
 - Giving Corrective Or Developmental Feedback
- Motivation And Motivating Employees
- Succession Planning
- The Benefits Of Coaching And Mentoring

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