



Internationally Certified Training Programs

Certificate in Key Performance Indicators (KPIs) IIBA Endorsed

Course Introduction

The course enables the participant to practice the analysis and development of all types of KPIs through a series of workshops. The workshops are team based and use customized case studies that provoke the thought process for KPI development. In addition, a number of real world case studies of KPI uses will be discussed and analyzed. Participants will also be provided with an Excel template for KPI scorecard development in addition to a KPI system self assessment and other practical checklists.

Target Audience

This course is designed for all those who are related to interviewing and selection process.

Learning Objectives

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

- Design the performance measurement system using acquired knowledge in KPIs, their role, types and uses
- Analyze and develop the most important KPIs relevant to stakeholders and customers
- Analyze and develop the most important KPIs to drive internal quality and productivity
- Effectively manage the KPI measurement process in all phases
- Employ tools to ensure the success of the KPI implementation project

Course Outline

- **01 Day One**

KPI in nutshell

- Benefits of performance measurement
- The diverse world of KPIs
- Explaining KPIs and their crucial role in managing performance
- Designing a world-class KPI measurement system to guide the right organizational decisions

- **02 Day Two**

KPI in nutshell

- Defining effective KPIs to address the needs of all key stakeholders
- Differentiating between types of KPIs and their cause-effect relationships
- The logic model in an organization
- Spotting problems with KPI measurement systems and identifying solutions

- **03 Day Three**

Critical Mission

- Balanced measures: one concept, different frameworks
- 7 steps to determine the most critical KPIs
- Evaluating your existing KPI measurement system for enhancement opportunities
- Using KPIs in different management areas to target performance plans
- Defining financial KPIs to measure outcome-based goals
- Defining customer value and satisfaction KPIs that result from operational excellence

- **04 Day Four**

The Enablers

- Defining product and service quality KPIs that target optimal industry standards
 - The eight dimensions of quality
 - Defining process and operational efficiency KPIs that drive internal activities
 - Measuring society results that ensure sustainability
 - Defining human capital performance and satisfaction KPIs that support a high performance culture
- 05 Day Five

The Enablers

- Components of employee satisfaction surveys
- The employee satisfaction index
- The learning and growth measurement framework
- Learning, innovation and growth KPIs

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 16, 2025	5 days	4950.00 \$	England - London
Sept. 8, 2025	Sept. 12, 2025	5 days	4250.00 \$	UAE - Dubai
Nov. 23, 2025	Nov. 27, 2025	5 days	4250.00 \$	KSA - Riyadh
June 15, 2025	June 19, 2025	5 days	4250.00 \$	Oman - Muscat