



HR Strategy and Training

Performance Measurements, Continuous Improvement & Benchmarking

Course Introduction

Performance Measurement, Continuous Improvement methodologies, and Benchmarking are essential components that collectively drive organizational success by providing insights, fostering innovation, and facilitating strategic alignment with industry standards.

This training course is designed to provide participants with the importance of these practices in driving organizational success, emphasizing their role in enhancing productivity, quality, and overall performance. By mastering Performance Measurements, Continuous Improvement techniques, and Benchmarking methodologies, participants will be equipped with the knowledge and skills needed to lead organizational improvement initiatives effectively. Through interactive sessions, case studies, and practical exercises, participants will learn how to leverage these practices to optimize processes, increase competitiveness, and achieve sustainable growth in today's dynamic business environment.

Target Audience

Who is this course for, and can benefit the most

This course is designed for professionals and leaders across industries seeking to enhance organizational performance through the mastery of Performance Measurement, Continuous Improvement methodologies, and Benchmarking practices.

Learning Objectives

At the end of the training course, participants will be able to

- Explore the advantages of Performance Measurement, Continuous Improvement, and Benchmarking, elucidating how they contribute to elevating organizational performance.
- Illustrate the role of these practices in enhancing organizational effectiveness, demonstrating their impact on achieving higher levels of performance.

- Identify strategies for devising and implementing impactful performance measures that align with organizational objectives.
- Apply process improvement and benchmarking methodologies to drive organizational growth and efficiency.
- Integrate performance measures with pertinent Lean and Agile methodologies to optimize productivity and streamline operations.

Course Outline

• 01 Day One

Performance Measurement: The Starting Point for Improvement

- The Need for Performance Measurement
- The impact of Lean and Agile methods
- Data Use and Abuse: How to use Data Constructively
- Selecting the 'vital few' Performance Measures
- Performance measures in Operations and Projects
- Current good practice in Performance Measurement

• 02 Day Two

Using Measurements for Continuous Improvement

- Understanding Variation: The key to understanding performance
- What histograms, run charts and control charts tell us about performance
- The Range and Standard Deviation
- Introduction to Control Charts
- How to Improve a Process
- Problem and Mission Statements

• 03 Day Three

An Overview of Lean and Agile Tools and Techniques

- What are Lean and Agile?
- The key principles of Lean management
- Project failures and the origins of Agile
- The fusion of Lean and Agile approaches – the current state of the art
- Analysing a Lean and Agile process or project

- Applying the tools and techniques in practice

• 04 Day Four

Benchmarking, Measurement and Improvement

- Benchmarking process and project performance
- Identifying causes of problems, and potential solutions through benchmarking
- Demonstrating the link between a cause and its effect
- Investigating Relationships between Variables
- The role of Knowledge Management
- How the tools integrate with Lean and Agile methods

• 05 Day Five

Running a Successful Benchmarking Project

- Scoping and planning benchmarking study
- Identifying and selecting benchmarking Metrics & Partners
- Running effective Lean and Agile projects and processes
- Integrating performance management with Lean and Agile
- The role of benchmarking in change management

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 28, 2025	May 2, 2025	5 days	4250.00 \$	UAE - Dubai
July 27, 2025	July 31, 2025	5 days	2150.00 \$	Virtual - Online
Sept. 1, 2025	Sept. 5, 2025	5 days	4950.00 \$	Singapore - Singapore
Nov. 30, 2025	Dec. 4, 2025	5 days	4250.00 \$	KSA - Riyadh