



Internationally Certified Training Programs

**Certified KPI Professional (Live Online)**

## Course Introduction

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KPI selection and data gathering are considered by professionals all around the world to be the most challenging aspects in working with KPIs. A way to address these challenges is to build a sound framework to measure KPIs, starting from the moment they are selected, until results are collected and centralized in performance reports. This training course presents a rigorous KPI Measurement Framework that embeds 10 years of research in the field of key performance indicators and relies on best practices identified in the business environment.

## Target Audience

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- Professionals interested in measuring performance
- Top/middle/lower management professionals
- Executives or operational managers
- Performance measurement experts

## Learning Objectives

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

- Differentiate between objectives, KPIs, and initiatives
- Identify KPI selection in different contexts
- Apply best practice techniques to KPI selection
- Document KPIs in a standardized template
- Learn when and how to use benchmarking in target setting
- Optimize the KPI activation and data gathering process.

# Course Outline

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## • 01 Day One

### The World of KPIs

- Challenges in performance measurement
- The value added by KPIs: ›Main roles of Business Performance Management systems
- Integrating tools into a Performance Management System
- Performance tools overview
- KPIs Management Framework concept map
- Governance
- KPIs skills architecture

## • 02 Day Two

### Understanding KPIs:

- KPI related terminology
- SMART objectives decomposed
- KPI lifecycle

### KPI Typology:

- Leading vs lagging KPIs
- Qualitative vs quantitative KPIs
- Efficiency vs effectiveness KPIs

### KPI Taxonomy:

- Interdisciplinary systemic worldview
- KPI use case scenarios
- KPI DNA map

## • 03 Day Three

## **KPI Selection:**

- KPI selection for org. scorecard
- KPI selection sources
- KPI selection techniques

## **KPIs in Context:**

- KPI selection for industry
- KPIs cascaded to the functional area

### **• 04 Day Four**

## **KPI Documentation:**

- KPI documentation form functions
- KPI documentation form design
- KPI documentation process
- Organizational KPI libraries development
- Weights and Indexes

## **Working with targets:**

- KPI documentation processes
- Targets in practice
- Challenges in working with targets
- Negative behaviors when setting targets

### **• 05 Day Five**

## **Data Gathering:**

- Data quality dimensions
- KPI reporting data sources
- KPI activation tools
- KPI activation techniques
- Guidelines to improving communication with data custodians
- Community of Practice

**Data Visualization:**

- Guidelines for designing efficient templates
- Usability in terms of visual design
- Scorecard and dashboard examples
- Best practices in scorecard design
- Best practices in dashboard design

**Confirmed Sessions**

FROM	TO	DURATION	FEES	LOCATION
May 19, 2025	May 23, 2025	5 days	1500.00 \$	Virtual - Online
June 16, 2025	June 20, 2025	5 days	1500.00 \$	Virtual - Online
June 23, 2025	June 27, 2025	5 days	1500.00 \$	Virtual - Online
July 21, 2025	July 25, 2025	5 days	1500.00 \$	Virtual - Online
Aug. 18, 2025	Aug. 22, 2025	5 days	1500.00 \$	Virtual - Online