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Course Name

Quality Metrics and KPIs for Business Excellence

Sector Name

Quality Management & Operational Excellence

Document Type

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Quality Metrics and KPIs for Business Excellence

Course Introduction

This comprehensive **5-day BOOST** training program provides a deep dive into quality metrics and key performance indicators (KPIs) for achieving business excellence. Participants will learn how to develop, implement, and monitor effective KPIs and metrics to drive continuous improvement, optimize processes, and achieve organizational goals. The course covers a range of global best practices, models, and tools, including Lean, Six Sigma, and Total Quality Management, all focused on delivering measurable results for sustained business growth and success.

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Quality Metrics and KPIs for Business Excellence

Target Audience

- ✓ Business leaders, managers, and department heads
- ✓ Quality professionals, continuous improvement specialists
- ✓ Performance analysts, process improvement consultants
- ✓ Professionals involved in setting up or reviewing KPIs and performance metrics

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Learning Objectives

- ✓ Define and understand key metrics and KPIs crucial for business excellence.
- ✓ Develop relevant KPIs for various business functions.
- ✓ Implement effective measurement systems to track organizational performance.
- ✓ Integrate continuous improvement models (Lean, Six Sigma, TQM) to enhance efficiency and effectiveness.
- ✓ Align KPIs with organizational strategy to ensure consistent achievement of business goals.
- ✓ Analyze, review, and report on KPIs to drive corrective actions and improvements.

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Quality Metrics and KPIs for Business Excellence

Course Outline

✓ 01 DAY ONE

Introduction to Quality Metrics & KPIs for Business Excellence

- ✓ Defining business excellence and its importance
- ✓ Introduction to quality metrics and KPIs
- ✓ Role of KPIs in strategic planning
- ✓ Different types of KPIs: Lagging vs. Leading Indicators
- ✓ The KPI development process: Alignment with business strategy
- ✓ Key factors in successful KPI implementation
- ✓ Real-world examples of businesses with effective KPI systems

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Quality Metrics and KPIs for Business Excellence

Course Outline

✓ 02 DAY TWO

Setting & Defining KPIs for Business Success

- ✓ Understanding business objectives and key results (OKRs)
- ✓ SMART criteria for setting KPIs (Specific, Measurable, Achievable, Relevant, Time-bound)
- ✓ Identifying and prioritizing key areas of performance
- ✓ The balance between financial and non-financial KPIs
- ✓ Designing KPIs for different departments (sales, operations, HR, etc.)
- ✓ Case studies and group activities: Designing KPIs for a given business scenario

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Quality Metrics and KPIs for Business Excellence

Course Outline

✓ 03 DAY THREE

Analysing & Implementing KPI Systems

- ✓ Creating effective dashboards and reporting systems
- ✓ Tracking KPIs in real-time vs periodic reviews
- ✓ Tools for KPI data collection and analysis
- ✓ KPI monitoring techniques: Automated vs manual tracking
- ✓ Overcoming challenges in KPI implementation and data collection
- ✓ Ensuring KPI relevance over time
- ✓ Case studies on companies that successfully track KPIs

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Quality Metrics and KPIs for Business Excellence

Course Outline

✓ 04 DAY FOUR

Models for Continuous Improvement

- ✓ **Lean Management:** Principles and tools (5S, Kaizen, Value Stream Mapping)
- ✓ **Six Sigma:** DMAIC framework and using KPIs for defect reduction
- ✓ **Total Quality Management (TQM):** PDCA cycle and linking KPIs with customer satisfaction
- ✓ Integrating Lean, Six Sigma, and TQM with KPIs for a continuous improvement culture
- ✓ Real-world application and benefits of combining these models
- ✓ **Group Activity:** Action planning for applying continuous improvement models in your organization

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Quality Metrics and KPIs for Business Excellence

Course Outline

✓ 05 DAY FIVE

Driving Business Excellence Through KPIs and Continuous Improvement

- ✓ **Building a KPI-driven culture:** Motivating teams and fostering collaboration
- ✓ Linking KPIs with employee performance and rewards
- ✓ Data-driven decision making for continuous improvement
- ✓ **Action Planning for Continuous Improvement:** Creating a roadmap to implement the learned concepts
- ✓ Measuring success: Analyzing and refining KPIs over time
- ✓ Case study and group discussion: Developing a continuous improvement plan for a business case

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 19, 2027	April 23, 2027	5 days	4250.00 $	UAE , Dubai
Aug. 30, 2027	Sept. 3, 2027	5 days	4250.00 $	UAE , Dubai
Nov. 9, 2026	Nov. 13, 2026	5 days	4950.00 $	England , London
March 14, 2027	March 18, 2027	5 days	4250.00 $	KSA , Riyadh

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