



Consulting and Training | Reach New Heights

Course Name

Certificate in Key Performance Indicators (KPIs) IIBA Endorsed

Sector Name

Internationally Certified Training Programs

Document Type

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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.

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Target Audience

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

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Learning Objectives

- ✓ 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

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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

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Course Outline

✓ 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

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Course Outline

✓ 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

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Course Outline

✓ 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

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Course Outline

✓ 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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 24, 2027	May 28, 2027	5 days	4950.00 \$	England , London
Sept. 14, 2026	Sept. 18, 2026	5 days	4250.00 \$	UAE , Dubai
Nov. 29, 2026	Dec. 3, 2026	5 days	4250.00 \$	KSA , Riyadh
March 29, 2027	April 2, 2027	5 days	4250.00 \$	UAE , Dubai

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