



Consulting and Training | Reach New Heights

Course Name

Certified KPI Professional (Live Online)

Sector Name

Internationally Certified Training Programs

Document Type

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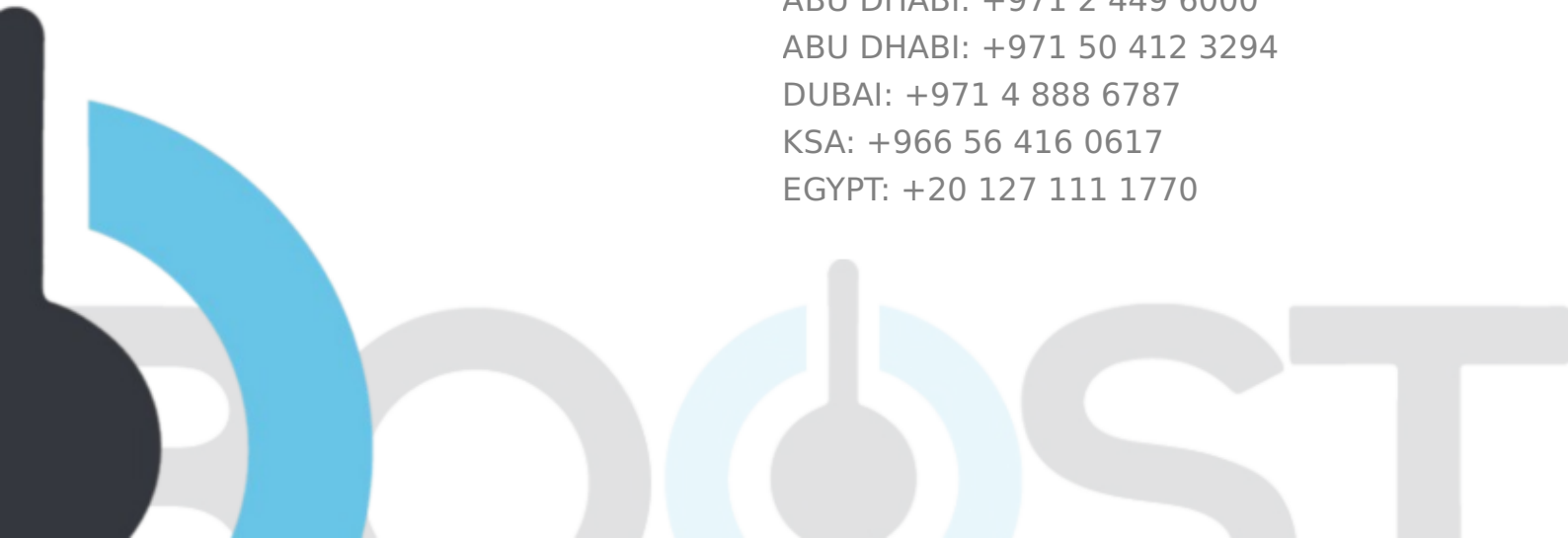
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Course Introduction

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.

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Target Audience

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

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Learning Objectives

- ✓ 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.

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Course Outline

✓ **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

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Course Outline

✓ 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

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Course Outline

✓ **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

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Course Outline

✓ 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

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Course Outline

✓ 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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 14, 2027	June 18, 2027	5 days	2150.00 \$	Virtual , Online
Nov. 30, 2026	Dec. 4, 2026	5 days	2150.00 \$	Virtual , Online
Aug. 2, 2027	Aug. 6, 2027	5 days	2150.00 \$	Virtual , Online
Jan. 11, 2027	Jan. 15, 2027	5 days	2150.00 \$	Virtual , Online

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