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Course Name

Key Performance Indicator Professional Certification (KPI-P)

Sector Name

Internationally Certified Training Programs

Document Type

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Key Performance Indicator Professional Certification (KPI-P)

Course Introduction

In today's performance-driven environment, organizations must move beyond traditional reporting and build effective performance management systems that support strategic alignment, accountability, and measurable results. Key Performance Indicators (KPIs) are among the most powerful tools for translating strategy into measurable outcomes—however, many KPI systems fail due to poor design, lack of alignment, weak data governance, unclear ownership, and ineffective reporting practices.

To address these challenges, **BOOST Consulting & Training** has developed the Key Performance Indicator Professional Certification (KPI-P) program. This course equips participants with the knowledge and practical skills required to design, develop, implement, and manage professional KPI frameworks that drive real performance improvement.

The program focuses on KPI selection methodologies, KPI documentation and dictionaries, target setting, cascading KPIs across organizational levels, data collection and validation, dashboard development, reporting cycles, and performance review practices. Participants will gain structured approaches and practical templates to build KPI systems that strengthen strategic execution,

improve decision-making, and promote continuous performance improvement.

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Target Audience

- ✓ Strategy and performance management professionals
- ✓ Business planning and performance analysts
- ✓ Department managers responsible for KPIs and targets
- ✓ HR and organizational performance professionals
- ✓ Quality and continuous improvement specialists
- ✓ Project and program managers tracking performance outcomes
- ✓ Professionals involved in reporting and management dashboards

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Learning Objectives

- ✓ Understand performance management concepts and the strategic role of KPIs
- ✓ Develop KPI frameworks aligned with organizational strategy, goals, and critical success factors
- ✓ Design high-quality KPIs using SMART criteria and best-practice KPI development methodologies
- ✓ Develop KPI documentation including KPI dictionaries, ownership, formulas, and data sources
- ✓ Set KPI baselines, targets, thresholds, and performance scoring approaches
- ✓ Cascade KPIs across departments, teams, and individuals to ensure alignment and accountability
- ✓ Establish KPI governance processes including data validation, review cycles, and change control
- ✓ Build KPI dashboards and performance reports for management and executive decision-making
- ✓ Conduct performance review meetings and use KPIs to support improvement action plans

Key Performance Indicator Professional Certification (KPI-P)

Course Outline

✓ DAY 01

Performance Management Foundations and KPI Framework Design

- ✓ Introduction to performance management systems
- ✓ Role of KPIs in strategy execution
- ✓ Linking vision, strategy, and measurable performance
- ✓ Critical success factors and performance dimensions
- ✓ Designing KPI frameworks at organizational level
- ✓ Common KPI design mistakes and how to avoid them

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Course Outline

✓ Day 02

KPI Development Methodology, SMART KPIs, and KPI Selection

- ✓ Characteristics of effective KPIs
- ✓ Applying SMART criteria in KPI design
- ✓ Leading vs. lagging indicators
- ✓ Selecting KPIs aligned with objectives
- ✓ Balancing financial and non-financial KPIs
- ✓ Practical exercises in KPI drafting and refinement

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Course Outline

✓ Day 03

KPI Documentation (KPI Dictionary), Targets, Scoring, and Cascading

- ✓ Developing KPI documentation and KPI dictionaries
- ✓ Defining formulas, data sources, and calculation frequency
- ✓ Assigning KPI ownership and accountability
- ✓ Setting baselines, targets, and performance thresholds
- ✓ Performance scoring models
- ✓ Cascading KPIs across departments and teams

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Course Outline

✓ Day 04

KPI Data Management, Dashboards, and Performance Reporting

- ✓ KPI data collection and validation processes
- ✓ Ensuring data accuracy and consistency
- ✓ Designing KPI dashboards and scorecards
- ✓ Visualization best practices for performance reporting
- ✓ Reporting cycles and management review processes
- ✓ Using KPIs to support decision-making

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Course Outline

✓ Day 05

KPI Governance, Performance Review Process, and Implementation Workshop

- ✓ Establishing KPI governance and control structures
- ✓ Roles and responsibilities in KPI management
- ✓ Conducting effective performance review meetings
- ✓ Linking KPI results to improvement initiatives
- ✓ Continuous refinement of KPI frameworks
- ✓ Practical workshop: developing a KPI framework and dashboard

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 8, 2026	June 12, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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