

Is your organization **exceeding, meeting, or failing** to meet its goals?

Performance of organization and its people is the key concern of all organizations and one of the best ways to achieve performance is to manage it. Managing performance requires a systematic approach. Key Performance Indicator (KPI) is a very important management tool for managing performance as they contain details of plans, strategies, expected outputs and tasks assignments to groups and even individual employees.

The focus of the workshop seeks to show how key performance indicators can work in best practice settings. Key performance indicators will show the highest and most efficient instance knowledge or intelligence about a company's operations and their impact on finances. By gaining access to their KPIs, decision makers will transform their operations.



Defining Performance And Developing **EFFECTIVE KPIs** - Departmental and Individual

INTRODUCTION

Performance of organization and its people is the key concern of all organizations and one of the best ways to achieve performance is to manage it. Managing performance requires a systematic approach. Key Performance Indicator (KPI) is a very important management tool for managing performance as they contain details of plans, strategies, expected outputs and tasks assignments to groups and even individual employees. It is important that the KPIs are understood, formulated and implemented in such a manner that the organisation achieves its overall goals.

Forward thinking organizations looks at values-based, vision-driven, mission-oriented and participative work environment makes every effort to ensure that the performance is monitored effectively and will be a positive experience for the person being evaluated and will result in a commitment for continuous performance improvement.

COURSE CONTENTS

Module 1: Performance Management

- ✓ Performance Management Cycle
- ✓ Misconception of Performance Management

Module 2: Key Performance Indicators (KPI)

- ✓ What are KPIs?
- ✓ Purpose of KPIs
- ✓ Types of KPIs

Module 3: Define Directions & Objectives

- ✓ Company Vision / Mission / Business Directions / Strategy
- ✓ Departmental Function
- ✓ Individual Job Scope

Module 4: Establishing Key Result Areas (KRA)

- ✓ Departmental / Individual Key Result Area
- ✓ Select Priority Key Result Area

Module 5: Crafting Key Performance Indicators (KPIs)

- ✓ 4 Principles in crafting KPI statements
- ✓ S.M.A.R.T. Principle application
- ✓ Develop Departmental KPI aligned to Organisational Objectives
- ✓ Develop Individual KPI aligned to Departmental Objectives

February

2012

15 & 16 February 2012 (Wed & Thurs) **TIME** 9am - 5pm **VENUE** Eastin Hotel, Petaling Jaya

Module 6: Performance Plans and Measures

- ✓ Developing Performance Plan for Goals
- ✓ Developing Performance Plan for Standards

Module 7: Critical Success Factors

- ✓ Why manage Performance?
- ✓ Determining Employees Expectation
- ✓ Gaining staff commitment & Buy in
- ✓ Communication Strategy

LEARNING OBJECTIVES

At the end of the course participants shall be able to:

- ✓ Distinguish between activities and Key Performance Indicators
- ✓ Inculcate in the staff a sense of commitment to the organization's Key Performance Indicators
- ✓ To be able to understand and write Key Performance Indicators in a professional manner
- ✓ Encourage Team Members to share responsibility to improve organization performance and help meet business objectives
- ✓ Identify performance discrepancies and use interactive management skills to bring about change
- ✓ Use the techniques of writing qualitative and quantitative goals statements based on S.M.A.R.T Principle
- ✓ Understand their inherent role as supervisors and managers and their responsibility to set company's and departmental directions and goals

METHODOLOGY

An interactive and practical approach incorporating group discussions/exercises, case study, presentation and brainstorming sessions.



TRAINER'S PROFILE

Vanaja Sangarajoo has over 16 years of working experience in various industries. She assumed positions of Head of Customer Service & Customer Quality Control, Human Resource Development Manager and Head of Organisation Development as well lecturing in various business sectors, including Education, Telecommunication and Property Development & Construction.

Some of the portfolios that she has undertaken during her tenure in the various organisations ranges from Writing policies & procedures, Setting up departments, Implementing Human Resources initiatives, Conducting customer satisfaction surveys, Organisation health assessments, Establishing customer driven goals & objectives, Implementing Quality initiatives, Complains Management, Recruitment & Selection, Learning & Growth initiatives, Standardization of methods and practices, Induction Programs, Creating and implementing Change Management plans that minimize employee resistance and maximize employee engagement.

She strongly believes in People Management Practices and Learning & Growth principle as being one of the key elements for organisations to succeed. She has acted as change agent, with a flair for spotting and analyzing problems and opportunities to guide top management in their efforts to transform and change the culture in the organisation.

Her area of expertise is to develop the company's internal capacity through its people to most efficiently and effectively sustain itself over the long term as well as developing & implementing organisational transformation strategy intended to change the beliefs, attitudes, values and structure of organizations so that they can better adapt to new challenges.

WHO SHOULD ATTEND?

Head of Department, Managers, Supervisors, Team Leaders, all who are responsible for setting KPI's for themselves or others.

Register Online

Download Registration Form

COURSE FEES

RM 1080.00 per person for 2 days
Includes Lunch, Tea-Breaks,
Course Notes and
Certificate of Completion



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