

REACHING OUT



MONTHLY DIGITAL NEWSLETTER EXCLUSIVELY FOR MEA PATRONS

KPIs



Key Performance Indicators

How an organization defines and measures progress toward its goals.

Key Performance Indicators, also known as KPI or Key Success Indicators (KSI), help an organization define and measure progress toward organizational goals.

Once an organization has analyzed its mission, identified all its stakeholders, and defined its goals, it needs a way to measure progress toward those goals. Key Performance Indicators are those measurements.

What Are Key Performance Indicators (KPI)

Key Performance Indicators are quantifiable measurements, agreed to beforehand, that reflect the critical success factors of an organization. They will differ depending on the organization. A business may have as one of its Key Performance Indicators the percentage of its income that comes from return customers. A school may focus its Key Performance Indicators on graduation rates of its students. A Customer Service Department may have as one of its Key Performance Indicators, in line with overall company KPIs, percentage of customer calls answered in the first minute. A Key Performance Indicator for a social service organization might be number of clients assisted during the year.



Whatever Key Performance Indicators are selected, they must reflect the organization's goals, they must be key to its success, and they must be quantifiable (measurable). Key Performance Indicators usually are long-term considerations. The definition of what they are and how they are measured do not change often. The goals for a particular Key Performance Indicator may change as the organization's goals change, or as it gets closer to achieving a goal.

Key Performance Indicators Reflect The Organizational Goals

An organization that has as one of its goals "to be the most profitable company in our industry" will have Key Performance Indicators that measure profit and related fiscal measures. "Pre-tax Profit" and "Shareholder Equity" will be among them. However, "Percent of Profit Contributed to Community Causes" probably will not be one of its Key Performance Indicators. On the other hand, a school is not concerned with making a profit, so its Key Performance Indicators will be different. KPIs like "Graduation Rate" and "Success In Finding Employment After Graduation", though different, accurately reflect the schools mission and goals.

1 MALAYSIA TRAINING PROGRAMS

HERE'S CALLING

ALL REGISTERED EMPLOYERS WITH PSMB

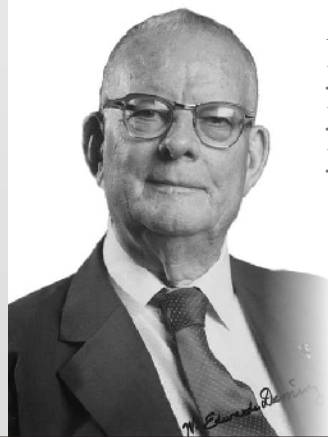


Upskill ! Reskill !

The 1Malaysia Training Programme under HRDF is focused on one main purpose; to provide employees of PSMB registered employers the opportunity to up skill and/or reskill themselves. As such, training courses that are to be offered under this initiative are training courses of **Upskilling** and **Reskilling** in nature.....

CHECK OUT OUR COMPLETE LINE-UP
1 MALAYSIA PROGRAMMES

See Page 3



If you can't describe what you are doing as a process, you don't know what you are doing.

- W. Edwards Deming

Key Performance Indicators Must Be Quantifiable

If a Key Performance Indicator is going to be of any value, there must be a way to accurately define and measure it. "Generate More Repeat Customers" is useless as a KPI without some way to distinguish between new and repeat customers. "Be The Most Popular Company" won't work as a KPI because there is no way to measure the company's popularity or compare it to others.

It is also important to define the Key Performance Indicators and stay with the same definition from year to year. For a KPI of "Increase Sales", you need to address considerations like whether to measure by units sold or by dollar value of sales. Will returns be deducted from sales in the month of the sale or the month of the return? Will sales be recorded for the KPI at list price or at the actual sales price?

You also need to set targets for each Key Performance Indicator. A company goal to be the employer of choice might include a KPI of "Turnover Rate". After the Key Performance Indicator has been defined as "the number of voluntary resignations and terminations for performance, divided by the total number of employees at the beginning of the period" and a way to measure it has been set up by collecting the information in an HRIS (Human Resources Information System) the target has to be established. "Reduce turnover by five percent per year" is a clear target that everyone will understand and be able to take specific action to accomplish.

Key Performance Indicators Must be Key To Organizational Success

Many things are measurable. That does not make them key to the organization's success. In selecting Key Performance Indicators, it is critical to limit them to those factors that are essential to the organization reaching its goals. It is also important to keep the number of Key Performance Indicators small just to keep everyone's attention focused on achieving the same KPIs.

That is not to say, for instance, that a company will have only three or four total KPIs in total. Rather there will be three or four Key Performance Indicators for the company and all the units within it will have three, four, or five KPIs that support the overall company goals and can be "rolled up" into them.

If a company Key Performance Indicator is "Increased Customer Satisfaction", that KPI will be focused differently in different departments. The Manufacturing Department may have a KPI of "Number of Units Rejected by Quality Inspection", while the Sales Department has a KPI of "Minutes A Customer Is On Hold Before A Sales Rep Answers". Success by the Sales and Manufacturing Departments in meeting their respective departmental Key Performance Indicators will help the company meet its overall KPI.

1 MALAYSIA TRAINING PROGRAMS

– ARE YOU ELIGIBLE TO PARTICIPATE?

Employers who are eligible to participate in the 1Malaysia Training Programme must fulfill the following requirements:

- Have sufficient levy balance. Employers with insufficient levy balance are also eligible to participate if their levy balances can cover at least 80% of the course fee; and
- Employers with arrears of levy or unpaid interest are also eligible to apply.

Under the 1Malaysia Training Programme, employers **do not have to seek prior approval from PSMB**. Employers however are required to reserve levy through the online system for payment of course fees to training providers as follows:

- Employers will login to the Employers Information System (EIS) at www.hrdf.com.my to select training courses. More than 1,400 training courses have been pre-approved under the 1Malaysia Training Programme. This list is not exhaustive and more courses will be added from time to time.
- Employers with sufficient levy balance will be able to reserve their levy for the payment of the course fee to the training provider.
- Employees will undergo the selected courses.

Disbursement

The course fee will be paid by PSMB to the approved training providers on claim basis upon the completion of the training. The Training Providers will apply directly to PSMB

Employers are allowed to claim for allowable costs as stipulated in PSMB General Guidelines upon the completion of training using Form PSMB/1M/T2/11 (APPENDIX D) and attached it together with attendance list PSMB/1M/T3/11 (APPENDIX E).

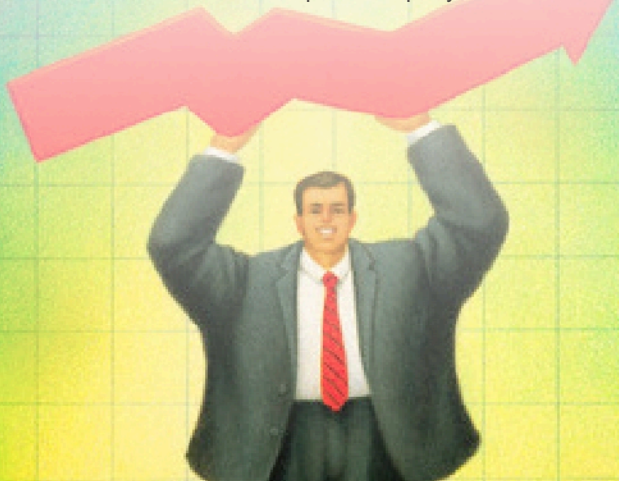
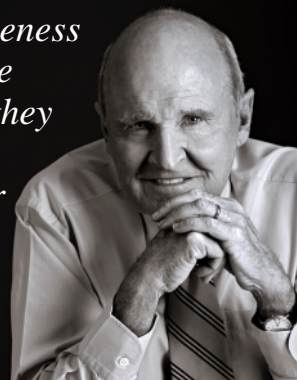
Incentives

As an incentive for employers to send their employees for upskilling and reskilling training under the 1Malaysia Training Programme, the Government would reimburse 20% of the course fee into employers' levy accounts after the completion of training.

The incentive will be credited into employers' levy accounts once training providers had submitted their claims for course fee.

The essence of competitiveness is liberated when we make people believe that what they think and do is important – and then get out of their way while they do it.

- Jack Welch, former CEO of GE





1 MALAYSIA TRAINING PROGRAMS COMING IN.....

JUNE

8 & 9 June, Wed & Thurs
Halal Practices in the Food Industry
13 & 14 June
Effective 3Ps in Global Shipping
15 & 16 June, Wed & Thurs
Tax Planning for Employers and HR Managers
20 & 21 June
Facilities under the Customs Act
22 June, Wed
Halal Auditing
24 June, Friday
Letter of Credit-Operations
27 & 28 June
Legality of Contract/Employment Contract

JULY

4 July, Mon
FTAs & Its related Customs Procedures in Malaysia
5th July, Tues
Refund and Drawback Claims under the various Acts of the Customs Depts
11 & 12 July, Mon & Tues
Essentials of Trade Financing
13 & 14 July, Wed & Thurs
Shipping Procedures and Documentation with Incoterms
13 & 14 July, Wed & Thurs
Finance for Non-Finance Personnel
18 July, Mon
Letter of Credit-Operations
18 & 19 July, Mon & Tues
Tax Planning for Employers and HR Managers
20 & 21 July, Wed & Thurs
Malaysian Halal Standards & Certification and Its Application Procedures

AUGUST

8 & 9 Aug, Mon & Tues
Legality of Contracts/Employment Contract
8 & 9 Aug, Mon & Tues
Essentials of Trade Financing
10 & 11 Aug, Wed & Thurs
Finance for Non-Finance Personnel
10 & 11 Aug, Wed & Thurs
Facilities under the Customs Act
10 & 11 Aug, Wed & Thurs
Tax Planning for Employers and HR Managers

SEPTEMBER

12 & 13 Sept
Effective 3Ps in Global Shipping
13 & 14 Sept, Tues & Wed
Malaysian Halal Standards & Certification and Its Application Procedures
19 Sept, Mon
Halal Auditing
21 & 22 Sept
Finance for Non-Finance Personnel
26 Sept, Mon
Letter of Credit-Operations
26 & 27 Sept, Mon & Tues
Shipping Procedures and Documentation with Incoterms
26 & 27 Sept, Mon & Tues
Halal Practices in the Food Industry

OCTOBER

5 & 6 Oct
Effective 3Ps in Global Shipping
5 & 6 Oct
Essentials of Trade Financing
12 & 13 Oct
Legality of Contract/Employment Contract
17 Oct
FTAs & Its related Customs Procedures in Malaysia
18 Oct
Refund and Drawback Claims under the various Acts of the Customs Depts
17 & 18 Oct
Tax Planning for Employers and HR Managers
24 & 25 Oct, Mon & Tues
Malaysian Halal Standards & Certification and Its Application Procedures

NOVEMBER

7 & 8 Nov
Facilities under the Customs Act
14 & 15 Nov
Finance for Non-Finance Personnel
16 & 17 Nov, Wed & Thurs
Halal Practices in the Food Industry
21 Nov
Letter of Credit-Operations
22 Nov, Tues
Halal Auditing
21 & 22 Nov
Tax Planning for Employers and HR Managers

DEC

5 & 6 Dec, Mon & Tuesday
Malaysian Halal Standards & Certification and Its Application Procedures
12 & 13 Dec
Essentials of Trade Financing

TRAINING PROGRAMS COMING IN JUNE 2011

1 & 2 June, Wed & Thurs
Failure Mode and Effects Analysis

6 & 7 June, Mon & Tues (Penang)
Malaysian Customs Procedures

6 & 7 June, Mon & Tues
How to avoid Lies, Fraud and Deceit at Workplace

7 & 8 June, Tues & Wed
Writing Marketing Plans

7 & 8 June, Tues & Wed
Defining Performance and Developing Effective KPIs

8 & 9 June, Wed & Thurs
Effective Logistics Management

13 & 14 June, Mon & Tues
Effective Office Admin. Skills & Practice

13 & 14 June, Mon & Tues
Malaysian Labour Law

15 & 16 June, Wed & Thurs
Effective Compensation & Benefits Management

20 & 21 June, Mon & Tues
Understanding the Employment Act 1955 with the Recent Changes

20 & 21 June, Mon & Tues
Budgeting for Effective Planning

21 & 22 June, Tues & Wed
Business Writing Skills

22 & 23 June, Wed & Thurs (Penang)
Employees Termination Guidelines

23 & 24 June, Wed & Thurs
Occupational Safety and Health Management

27 & 28 June, Mon & Tues
Writing Effective Minutes of Meeting

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