

DEVELOPING KEY PERFORMANCE INDICATORS (KPI) FOR BUSINESS SUCCESS



COURSE OVERVIEW

Today, whether managers are in the private, public or not-for-profit sectors, they are rightly concerned with performance measurement. However, they are faced with the following questions:

- What are the right things to measure?
- What are the relevant key performance indicators?

KPIs help us to focus on what we need to do to improve our performance in key factors. Improving our performance in these key factors is the closest we can get to a guarantee of our future success.

COURSE OBJECTIVES

- Describe the new thinking on performance measures
- Identify how KPIs can work in your organisation
- Recall the steps for implementing this methodology
- Identify some performance measures which is of relevance to your organisation

COURSE OUTLINE

- Module 1: Principle of “Good Deeds” as a Benchmark for Excellent Performance
- Module 2: Creating Learning Organisation for Better Human Capital
- Module 3: Productivity: Creating capable Followers in Enhancing Corporate Performance
- Module 4: Managing a Successful Team: Towards Organisational Excellence
- Module 5: Key Performance Indicator (KPI): Measurement of Excellence
- Module 6: Balanced Scorecard: Good Measurement Makes a Difference in Organisational Performance
- Module 7: Collaborative Management: Towards Effective Performance
- Module 8: Integrity and Accountability for Better Quality and Better Society

TARGET AUDIENCE

Manager at all Function Levels
Head of Departments
Human Resource Professionals
Executive Secretaries
Administrative Assistants and etc.

COMFORI SDN BHD

E-02-03, East Wing, Subang Square Business Centre
Jalan SS15/4G, 47500 Subang Jaya, Selangor Malaysia



If you have any enquiries,
please call us at **03-56213630** OR email to **info@comfori.com**

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