

professional development portfolio

Business Performance Management

Using key performance indicators (KPIs) can help to add real value to a business and ultimately to deliver success. Optimising performance and achieving great results depends on excellence in both management information systems and management responses. This course provides the tools that managers need to help their organisations succeed. Managers will be able to achieve control of their processes and improve the performance of their team and the business.

Business Performance Management enables the learner to:

- Understand what sort of plans should come out of the strategy process
- Model significant performance improvement
- Advise clients on establishing control systems to achieve business plans
- Establish the best ongoing review process
- Understand and use action review and problem solving meetings
- Advise clients how to get the most out of Action Review Meetings
- Develop process maps and procedures to help solve problems.



Learning outcomes

Business plans and targets

- What happens when I come out of the strategy workshop?
- What do I need to know about processes and departments?
- What types of target are there?
- What is modelling and evaluation?
- How do I create and use a business plan document?
- What is the review process?
- What is the purpose of planning?

KPIs

- What is the purpose of KPIs?
- Where do KPIs come from?
- How are KPIs evaluated?
- How should KPIs be displayed or presented?
- What are short interval controls?
- What are low level KPIs?
- What are high level KPIs?

Meetings

- Why is it important to have meetings?
- What common problems surround meetings?
- What is the difference between ARMs and PSMs?
- What other types of meetings are important?

Managing the actions

- What is the purpose of action review meetings?
- How should ARMs feel?
- What should the format and agenda be?

- Who should attend?
- What is action logging?
- How do you get people to do their actions?
- What is the effect of action reviews on teamwork?
- What is the relationship with process improvement?

Process improvement and problem solving

- What is a process?
- What are the vertical departmental barriers?
- What is process mapping?
- What is waste and where do we find it?
- What are measuring processes?
- How do we solve problems?
- How should we make decisions?
- Where does the stimulus for process improvement come from?
- How can I ensure implementation is successful?

Target audience

This course is designed to appeal to professionals and managers in functional areas such as sales, operations, commercial and shared services.

Additional services

Tailoring: include your examples and issues.

See also: *Activity Based Management, Due Diligence in Mergers and Acquisitions, Key Performance Indicators, Managing Through a Recession*