

professional development portfolio

Key Performance Indicators

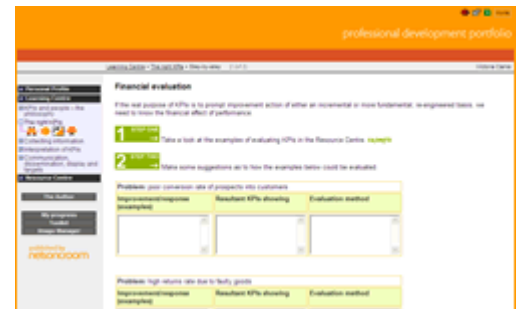
Robin Tidd

KPIs enable us to control performance. They are powerful tools not because they tell us results, but because they enable us to change them. Drawing from over 25 years' experience of advising businesses how to make their plans reality, Robin Tidd's advice is always firmly based in reality. By linking short term results to longer term goals, he shows how KPIs are the key tool for management control.

Key Performance Indicators takes a practical approach. The course looks at how to use KPIs to convey results which show the degree to which main bottom line objectives are being met; to provide incisive knowledge allowing corrective action to be devised so that they are proactive and innovative in improving, not just operating, a process.

Key Performance Indicators enables the learner to:

- Make the best use of KPIs
- Use KPIs to tackle some of the stumbling blocks which demotivate their team
- Understand what is involved in implementing the most effective form of management control systems in a few months
- Use KPIs to highlight areas of opportunity
- Set and attain high standards for information analysis and decision making
- Use the right KPIs with the appropriate frequency.



Learning outcomes

KPIs and people – the philosophy

- Why do we have KPIs?
- What is the philosophy of KPIs for people in successful organisations?
- How do we use targets and KPIs?
- How can KPIs help to make a winning team?
- How can we relate this to the real world?

The right KPIs

- What tools are there?
- What types of KPI are there?
- How do we get the right KPIs?
- How can we use modelling to create KPIs?
- How do KPIs work in more complex organisations?
- How can we evaluate KPIs in financial terms?

Collecting information

- What is primary recording?
- How do we persuade people to provide and record the right information?
- What if primary recording is poor and has to be upgraded?
- How do we collect and collate information efficiently?

Interpretation of KPIs

- What are we looking for in lots of detailed KPI information?
- What can variations tell us?
- What are pure waste opportunities?
- What is the evaluation cycle?
- How do we train people to interpret and evaluate KPIs?

Communication, dissemination, display and targets

- How often should KPIs be reviewed?
- How do management's attitudes need to change?
- How do we ensure continuous improvement?
- How do we pitch targets at the right level?

Target audience

This course is written for senior managers or advisors who want to take on introducing KPIs into the medium sector business.

Additional services

Tailoring: include your examples and issues.

See also: *Activity Based Management, Business Performance Management, Due Diligence in Mergers and Acquisitions*