



London TDM

Quality and Productivity Improvement Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 02 November 2025 To 06 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

In today's rapidly evolving business landscape, the ability to measure and manage performance effectively is crucial for organizational success. This 5-day course on "Performance Measurement and KPI Management" is designed to equip professionals with the tools and knowledge needed to establish meaningful Key Performance Indicators (KPIs), assess performance accurately, and drive strategic objectives. Participants will gain insights into best practices, frameworks, and methodologies to excel in KPI management.

Objectives

- Understand the fundamentals of performance measurement and its importance in organizational success.
- Learn how to develop and implement effective KPIs aligned with strategic goals.
- Explore tools and techniques for monitoring and evaluating performance data.
- Gain skills in identifying and addressing performance gaps.
- Build competence in using KPIs to drive continuous improvement and decision-making.

Course Outlines

Day 1: Introduction to Performance Measurement

- Understanding performance measurement: Definitions and concepts.
- The role of performance measurement in strategic management.
- Differentiating between qualitative and quantitative indicators.
- Common challenges and pitfalls in performance measurement.
- Case studies: Successful performance measurement frameworks.

Day 2: Developing Effective KPIs

- Characteristics of effective KPIs: Relevance, clarity, and alignment.
- Steps to identify and select the right KPIs for your organization.
- Balancing financial and non-financial KPIs.
- Aligning KPIs with strategic goals and objectives.
- Workshop: Designing KPIs for practical scenarios.

Day 3: Implementing a KPI Management System

- Key components of a successful KPI management system.
- Integrating KPIs into organizational processes and culture.
- Utilizing technology and tools for KPI tracking and analysis.
- Communicating performance results to stakeholders.
- Case studies: KPI management in various industries.

Day 4: Monitoring, Evaluating, and Analyzing Performance Data

- Creating dashboards and reports for real-time performance tracking.
- Techniques for analyzing performance data and identifying trends.
- Understanding the impact of external factors on KPIs.

- Identifying root causes of performance issues.
- Case studies: Successful data-driven decision-making.

Day 5: Driving Continuous Improvement and Decision Making

- Using performance data to foster a culture of continuous improvement.
- Strategic planning and decision-making based on KPI insights.
- Adjusting KPIs in response to changing organizational needs.
- Innovative approaches to enhance KPI relevance and effectiveness.
- Final workshop: Crafting an action plan for implementing learned techniques.