

Informa Connect

# Academy



## Key Performance Indicator Professional (KPI-P) Certification

Understand the fundamentals of performance management and successfully develop, deploy, and manage meaningful key performance indicators (KPIs) for strategic, operational, or program management.

FACE TO FACE TRAINING | 13 - 17 May 2024 • Gold Coast | 28 October - 1 November 2024 • Sydney



Attend In-Person

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in Public Leadership

THE GEORGE WASHINGTON UNIVERSITY

# Course Information

## About the Course

KPI and performance measurement development is a discipline that involves articulating what an organisation is trying to accomplish and then identifying the most meaningful and useful indicators of success. Simply selecting standard measures from a long list of possible measures is not effective. Performance measures, or KPIs, are a key part of any strategic management system, as they are critical to assessing the effectiveness of strategy implementation. KPIs also help with the analysis of the gap between actual and targeted performance, as well as the measurement of organisational effectiveness and operational efficiency.

Operational measures, project measures, risk measures, and employee measures provide an early warning system to help improve performance throughout an organisation. Meaningful and strong KPIs provide insight into whether strategies are working, and whether programs, projects, and services are on schedule, on budget, and delivered effectively.

KPIs focus employees' attention on what matters most for success and enable measurement of accomplishments. This program is designed for all sectors – business and industry, government, and nonprofit – and provides participants with practical tools to develop meaningful strategic and operational performance measures and then develop their skills through a series of practical application exercises.

Delegates are taught how to use tools, such as the logic model, cause-effect analysis, and process flow analysis, used by organisations around the world. This will allow them to understand and articulate desired results, determine what to measure, set targets and thresholds, develop composite measures using lower-level performance efforts, calculate outcomes, outputs, processes, and inputs, and produce visually appealing reports and dashboards that better inform decision-making throughout an organisation.

This certified KPI professional training course is designed to help delegates understand the fundamentals of performance management so they can successfully develop, deploy, and manage meaningful KPIs for strategic, operational, or program management.

## Key Learning Objectives

### For the organisation:

- Recognise performance management as a key strategic and competitive differentiator.
- Understand the theory and application of corporate performance management through balanced scorecards (BSCs) and other frameworks for developing KPIs.
- Create buy-in and a culture of continuous performance improvement.
- Drive performance-informed budgeting and accountability.
- Develop best practice KPIs, performance targets, and management dashboards.
- Improve the performance of departments, teams, programs, projects, risks, and individuals.
- The program also includes multiple performance measurement frameworks and tools, including the logic model, cause-effect, process flow, and many more!

### For the learner:

- Learn a simple, “do-it-yourself” methodology to develop meaningful performance measures.
- Accelerate your career as a certified KPI professional practitioner by earning certification and CEU credits.
- Gain understanding based on a wholly integrated performance measurement and management framework.
- Learn practical, step-by-step exercises, instruction, and application guidance by expert trainers.
- Master through hands-on workshops taught by seasoned institute-facilitating consultants who have decades of practical experience “in the trenches”.

# Course Information

## Requirements And Certificates

- **Attendance** – Delegates must attend all sessions of the course. Delegates who miss more than two hours of the course sessions will not be eligible to take the exam.
- **Certificate of Completion** – Delegates will receive an Informa Certificate of Completion after successful completion of the course.
- **Certificate from The Balanced Scorecard Institute** – Delegates will receive a globally recognised certificate from The Balanced Scorecard Institute in association with The George Washington University upon successfully passing the certification.
- **Laptops** – Delegates are required to bring their laptop all throughout the session.

## Frequently Asked Questions

### Why Get Certified?

There has never been a better time to accelerate your career in KPI development and/or balanced scorecard facilitation, and earning a certified KPI professional certification is a great way to do just that. Even if you have been working with KPIs and metrics for 15 years, certifications are an excellent way to market yourself and stand out from the crowd. Earning this credential shows a potential employer (and your current one) that you are willing to go the extra mile.

### Continuing Education Units

All BSI Certification Program participants qualify for continuing education units. Attendees who complete the entire 5-day course will qualify for 4CEUs through our alliance with George Washington University.

### What is the Certification Validity?

KPI-P Certifications expire on December 31, three years from the year a person was originally certified (e.g., if you were certified in 2017, regardless of which month of the year, your certification is due for renewal by December 31, 2020).

### About the Certification Exam:

- Administered online
- 40 questions (multiple choice or true/ false pulled randomly from a larger pool of questions)
- 75-minute time limit to complete the exam
- 75% score requirement to pass
- Results posted immediately
- Certifications will be mailed within 4-6 weeks of processing



# Course Information

## Course Methodology

Through case studies and a series of interactive small-group workshops, participants will apply the KPI development and management concepts to meet the challenges facing a typical organisation. Exercises performed throughout this program include:

- Identifying KPI challenges
- Utilising diagnostic tools, such as the Strategic Maturity Model, Logic Model, and Process Flow
- Developing strategic themes and results
- Developing strategic objectives
- Learning how well-articulated performance results lead to more meaningful measures
- Utilising a Measure Design and Measure Definition templates to develop meaningful measures
- Developing a performance measures dashboard
- Identifying best practices in building and sustaining a performance culture
- Developing performance measures for each of the measurement families: strategic, operational, project measures, risk and employee
- Preparing and delivering your own KPI Application Project

## Who Will Benefit

The Certified KPI professional (KPI-P) programme is recommended for:

- Teams or individuals with performance measurement/management responsibility
- Senior managers or leaders who are establishing, leading, and managing performance management and/or measurement programs and systems
- Managers, planners and analysts who are part of a strategic planning and management team and are seeking the best practical ideas for improving organisational performance
- Employees who have been tasked to plan, develop, or improve dashboards, KPI scorecards, business processes, program and project management portfolio management or other measurement systems
- Managers, planners, or analysts who are involved with defining performance measures or complying with regulatory and other reporting requirements
- Budget analysts who need performance information to formulate budgets and evaluate programs

## Meet Your Course Director



**Alan Fell** is a UK-based independent consultant and management trainer, specialising in the Balanced Scorecard and the wider disciplines of Strategy Execution.

After a successful career with a major London-based bank, during which he led a pioneering Balanced Scorecard application in 1994-96, Alan has operated across the world for the last 20+ years, combining management training and implementation consultancy.

Alan has focused especially on the GCC markets in the last 20 years, spending well over half of his work time in the region, with involvement in innumerable training programmes and consulting assignments. In total Alan has led more than 300 training courses across the world during this period.

For many years, Alan has led his own Certificate in Strategy Execution training programme, in conjunction with Informa. In addition, Alan is also a Senior Associate of the Balanced Scorecard Institute and has been the course leader many times for the “BSP certified Bootcamp” scorecard training programme.

In total, Alan brings well over 30 years of hands-on strategy management experience, including 24 years of the Balanced Scorecard. He has been a frequent past chairman of many of Informa’s Balanced Scorecard / strategy conferences.

### DESTINATION:

## GOLD COAST, Australia

Don't miss the opportunity to complete the Balanced Scorecard Certification training whilst visiting one of Australia's iconic destinations – the vibrant Gold Coast. With international travel back in full swing, there's no better time to fit in work and pleasure than visiting the magnificent beaches, attractions, wildlife and gastronomy destinations this beautiful city has to offer!

With easy accessibility via Gold Coast International Airport or a one-hour drive from Brisbane, the Gold Coast is one of Australia's best-connected cities. Year-round weather delivers basking sunshine over 300 days a year, perfectly suiting Key Performance Indicator Professional (KPI-P) Certification dates to fit in a timetable of work and play. To learn more, visit [www.informaconnect.com/academy](http://www.informaconnect.com/academy) for more details.



# Course Outline

## DAY ONE

### Introduction to KPIs and KPI Development

Learning Objectives: Day One is all about ensuring that delegates understand basic KPI terminology and the purpose of measurement, as well as the strategic context needed to develop and align meaningful KPIs.

- Introduction to Application Exercises, KPI Case Studies, Tools, Templates, and Supplemental Resources
- Introduction to KPIs and Strategic Management
- Different Types of KPIs
- Understanding Strategic Context and Goal Setting
- Developing and Mapping Strategic Objectives
- Creating the Right Performance Measurement Culture to Build Buy-in

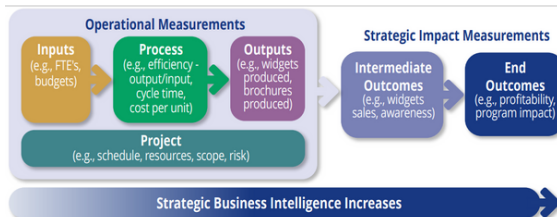


Figure 1. Interconnectivity relationships among different types of performance measures

## DAY TWO

### Performance Measure Development Process

Learning Objectives: On Days Two and Three, delegates learn and apply advanced concepts of performance measurement. They focus on making strategy measurable and easier to communicate and cascade. Participants also select and design KPIs in a consistent way, using the right data and with the right ownership. With this knowledge, the delegates create insightful and actionable reports and dashboards that focus discussion on improvement and are able to clearly see the real

signals from measures about whether performance is improving or not.

- The Process of Developing Performance Measures
- Step 1: Describe the Intended Result(s)
- Step 2: Understand Alternative Measures
  - Using the Logic Model to Develop Alternative Measures
  - Using the Process Flow Analysis to Develop Alternative Measures

## DAY THREE

### Performance Measure Development Process, continued

- Step 2: Understand Alternative Measures, cont.
  - Using the Cause-Effect Analysis to Develop Alternative Measures
- Step 3: Select the Right Measurement(s) for Each Objective
- Step 4: Define Composite Indices as Needed
- Step 5: Set Targets & Thresholds
- Step 6: Define and Document Selected Performance Measures

## DAY FOUR

### Application – Different Types of Measures

Learning Objectives: On Days Four and Five, delegates learn an early-warning system that can be used throughout an organisation to help improve performance. Throughout the course, delegates will be applying the framework and learnings to an individualised KPI project that reflects improvements in their organisation. At the conclusion of the program, each participant will share their application project for peer and faculty feedback

- Course Application Project Introduction and KPI Case Studies

- Application: Develop Measures for Your Own Organisation
  - Developing Measures for Strategy Execution
  - Developing Measures for Operations
  - Developing Measures for Projects
  - Developing Measures for Employee Performance
  - Measuring and managing risk: developing KRIs (Key Risk Indicators)



## DAY FIVE

### KPI Advanced Topics And Delegate Presentations

- Creating KPI Alignment by Cascading Objectives
- Managing Strategically with Performance Information
- KPI Development Application Project for Delegate Organizations
- Final Participant Application Project Presentation and Discussion



*"This is really a useful course and highly related to my job. The trainer was knowledgeable and gave good examples and case studies to practice and understand the concepts."*

**Head of Performance Management, SOCSO**

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## Easy Ways to Register



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+61 (02) 9080 4399



[training@informa.com.au](mailto:training@informa.com.au)

## Key Performance Indicator Professional (KPI-P) Certification

Course Code	Location/ Format	Course Dates	Early Bird price valid until		Standard price valid after	
			GC - 26 Apr 24	SY - 11 Oct-24	GC - 26 Apr 24	SY - 11 Oct-24
P24GL30GC	Gold Coast	13 - 17 May 2024	\$5,095 + \$509.50 GST	<b>\$5,604.50</b>	\$5,395 + \$539.50 GST	<b>\$5,934.50</b>
P24GL30SY	Sydney	28 October - 1 November 2024	\$5,095 + \$509.50 GST	<b>\$5,604.50</b>	\$5,395 + \$539.50 GST	<b>\$5,934.50</b>

### Great Savings:

When you book **4 or more** participants! **Call us** today on **+61 (2) 9080 4399** or email **training@informa.com.au** to take advantage of the discount offer.

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## ABOUT INFORMA CONNECT ACADEMY

Informa Connect

# Academy

**Informa Connect Academy** is a premier provider of global education and training solutions that caters to a diverse range of professionals, industries, and educational partners. We are dedicated to promoting lifelong learning and are committed to offering learners expert guidance, training, and resources to help them stay competitive in a rapidly changing world.

Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.

## ON-SITE & CUSTOMISED TRAINING

**Informa Connect Academy** has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants. If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

## WHY CHOOSE ON-SITE WITH INFORMA CONNECT ACADEMY?

- 1. Custom design** – Together, we will identify the best blended learning solution for your culture, your people and your training objectives.
- 2. Quality assured** – We design market-leading training programs, concepts and methodologies, with a 400+ course portfolio. Our rigorously selected 900+ instructor faculty are recognised experts in their field. Quality of their content and delivery methods is assured through continuous monitoring and evolution.
- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

Speak with **Sushil Kunwar** on **+61 (2) 9080 4370** to discuss your customised learning solution, or email [inhouse@informa.com.au](mailto:inhouse@informa.com.au)