



Performance Measures

COURSE DESCRIPTION

The success of the work of institutions at all levels, whether at the level of individuals, departments or the institution as a whole in all forms of industrial, commercial and service depends on the effectiveness of achieving the objectives of future long-term or short term.

An institutions so as to be able to achieve its goals it must first determine the objectives of this very carefully and then developing action plans for the future application of the procedures necessary to reach those goals.

Learn importance of integrated and effective system to measure the level of performance in various sectors, administrative levels to achieve efficiency and effectiveness in organizations.

Participant will acquire knowledge, importance of measurement systems, the constraints faced by the application and different ways of those systems.

COURSE OUTLINE

- Planning to improve performance
- The process of improving the performance
- Elements of Strategic Management
- The overall performance of the institution
- Purposes of Performance Measurement
- Choosing the Right Performance Measures
- The benefits& Constraints on performance measurement
- Performance measurement systems & Elements
- Performance measurement requirements
- Overview of industry definitions for KPIs
- Various examples of KPIs
- Performance assessment methods
- Methods of comparison
- Method of absolute standards
- Direct evidence
- Method of field audits
- Characteristics & Areas covered by the benchmarks
- Benchmarks to assess the performance of profit-oriented organizations
- Examine lessons learnt and methods for benchmarking alternative methods and techniques

Who Should Attend

- Executives, managers, planners and analysts
- Chief executives, directors whose roles include designing, reviewing, contributing to, reporting of or using performance measures and targets
- Designed for anyone responsible or interested in organizational performance
- New and experienced persons develop and simplify their performance measures

COURSE DURATION: 3 Days

TRAINING HOURS: 15 hrs

MINIMUM NO. OF TRAINEES: 15

LANGUAGE : English / Arabic

