

"We managed to craft out our KPI for the entire organization in this program and we are now ready to manage performance. The trainer had done a great job. We never thought KPI would be so easy to implement"

Ivy Lai, HR Manager,
Assunta Hospital

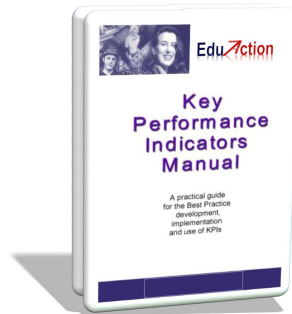
Discover how to develop key performance indicators which allow you to focus on the **COBRA bite** Not the **MOSQUITO bite** of your business activity!

"The government of Malaysia had implemented it, have you?"

DEVELOPING EFFECTIVE KEY PERFORMANCE INDICATORS (2 DAYS)

"This is a hands on & practical workshop" 

KPI template manual will be provided



Register now and get the soft-copy manual right away for FREE!

11 & 12 November 2009
THIT Resource Centre, Subang Square

No. 1 leading KPI training provider in Malaysia

Key focus

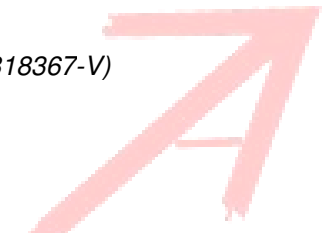
1. Encourage Management Team Members to share responsibility to improve organization performance and help meet business objectives
2. Learn how to carry out an Operational Analysis and understand the planning process in developing Key Performance Indicators
3. Determine and identify Key Results Area to drive your business
4. Learn to formulate Key Performance Indicators for your organization and departments
5. Create an understanding and learn to write clear and measurable objective
6. Identify performance discrepancies and use interactive management skills to bring about change
7. Learn the techniques on how to conduct review and track performance for effective feedback to meet job standards

Edu Action Development Services (001818367-V)

Suite 67 Jalan BK 3/6 Bandar Kinrara, Puchong, Selangor, Malaysia

Tel/ Fax: 03 – 8076 2781

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Program Outline

Day one

0900-1030

Overview of Performance Indicators

- ▶ The need and purpose for Key Performance Indicators
- ▶ Managing performance and the benefit of involvement and commitment
- ▶ Weakness in the current system
- ▶ Share responsibility for business results
- ▶ Emphasis is on result (what), skill and behavior (how)
- ▶ The Key Performance Indicator Planning Cycle

1030-1045

Morning tea break

1045-1300

Developing an Operational Analysis


- ▶ What is operational analysis
- ▶ Why you need to conduct an Operational Analysis before developing your Key Performance Indicators?
- ▶ Steps to carry out in operational analysis

1300-1400

Lunch

1400-1530

Developing an Operational Analysis

- ▶ Steps to carry out in operational analysis
- ▶ Practical workshop to identify and prioritize Issues
- ▶ Practical workshop to identify and prioritize Issues (continued) 

Determining Key Results

- ▶ Traditional approach to selecting objectives
- ▶ New approach to selecting objectives
- ▶ What is purpose of Key Results Areas?
- ▶ Guidelines for determining Key Results Area
- ▶ Examples of Key Results Areas
- ▶ Determining your Key Results Area
- ▶ Using quality management tools to determine your Key Results Areas

1530-1545

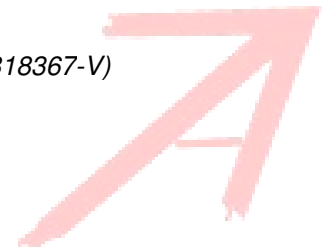
Afternoon tea break

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1545-1700

Determining Operational Objectives



- ▶ What are the operational objectives
- ▶ How many objectives should your organization have?
- ▶ Examples of standard of performance
- ▶ Recommended process for selecting objectives

Day Two

0900-1030

Determining Key Performances Indicators



- ▶ What is the purpose of Key Performance Indicators
- ▶ What are the guidelines for identifying Key Performance Indicators

1030-1045

Morning tea break

1045-1300

- ▶ The Planning Phase
- ▶ Examples of Key Performances Indicators
- ▶ Developing Key Performances Indicators for the organization
- ▶ Developing Key Performances Indicators for the departments

1300-1400

Lunch

1400-1530

Determining Key Performances Indicators



continued

1530-1545

Afternoon tea break

1545-1700

Humanizing the KPI process during implementation

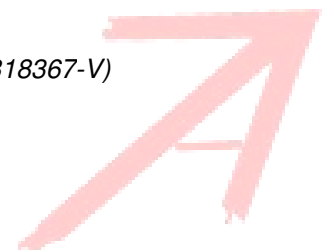
- ▶ Address concerns about the uncertainty of the data.
- ▶ Regardless of the topic, keep performance review processes fair and transparent.
- ▶ Place performance review within a context of learning.
- ▶ Enable a two way dialogue about performance.
- ▶ Remember to highlight good news!

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WHO SHOULD ATTEND

All **leaders** who are involved in managing people and performance

METHODOLOGY

The facilitator will deliver the training in the most unconventional ways – with the intention to accelerate the learning and assuring training effectiveness. Professionals like any other human – learn best when they are having fun. The multi-facet trainer can pull off many surprises, bundled into punts, role-plays, impromptus simulations, case studies and visuals presentations – all in all - to create the most conducive learning process and address the needs of every participant.

NUMBER OF PARTICIPANTS

Maximum 10 pax per session

[In order to ensure all participants are equally involved and receive equal amount of attention, we have to limit the workshop to only 10 participants]

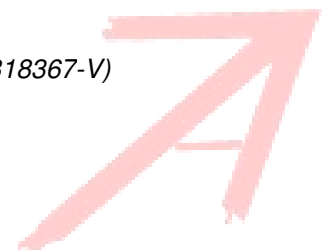
DURATION

2 days (9.00 am - 5.00 pm)

INVESTMENT

RM 1,800 per pax

RM 1,500 per pax for a group of 3



LEARNING PARTNER



Sue Lim is a human resources consultant and trainer with more than 20 years of hands-on experience working with renowned MNCs such as Monsanto, Becton Dickinson, The Body Shop and Watson's Personal Care Store. Sue holds a **Degree in Economics from the University of Lancaster, UK**. In addition, she possesses a **Master in Business Administration from the University of Nottingham, UK**.

She was selected to attend leadership training conducted by World Health Organization while working with Becton Dickinson and won an Employee of the Year award during her tenure with The Body Shop.

The trainer has had more than 20 years of human resources management, general management and training experience, more than half of which was of the regional senior managerial role with well-known Multinational Companies. The trainer has always had to cover the whole spectrum of human resources functions in the whole span of her career; she took the most pride in her "people development" achievements. The trainer has over her career developed many staff who subsequently assumed senior positions inside and outside of the organization.

She has enormous amount of experience in developing training modules and conducting training for courses in the line of 'Management Development Program: Managerial Principles & Concepts, Management Effectiveness & Time Management, Managing Top Performance with Key Performance Indicator (KPI) & Key Results Area (KRA), TNA Evaluation of Training for Higher Productivity, Fundamentals of Human Resource Management for Non-HRM Managers.

She has conducted management development **programmes for organizations in Singapore, Vietnam and Malaysia**. The Organizations she trained for include **Mitsui Sumitomo Insurance, Ministry of Health (National Pharmaceutical Control Bureau), KLSE, SBB Mutual Bhd., Mitsui Sumitomo Insurance, Sony, Bosch, Shell, NEC, Infineon Technologies (formerly Siemens), Core Laboratories, Honda, Freescale (formerly Motorola), Sharp Roxy, Popular Bookshop, Watson's, Sunway Resort Hotel, NGOs and many others**

Sue is also a facilitator of **HRM Module of an American MBA programme in Malaysia and Vietnam**.

