



Certified KPI Specialist [CKPIS]

The Institute of Certified Business Consultants -USA accredited Professional Certification in Key Performance Indicator [KPI]

World Academy for Research & Development [WARD] in partnering with ICBC-USA has gladly launched this Certification Program to enhance the credibility of Professionals comparing with global standard

Certified KPI Specialist [CKPIS]

[After passing the exam, printed Certificate will be issued from ICBC-USA]

Basic Information:

Mode of Program: Online/ Class Room

Venue: Dhaka, Bangladesh / Online

Resource Person: For Class Room based: Industry Expert Professional will take sessions; For online: Self paced Learning Material

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Introduction:

Business is challenging, especially during difficult economic times. It is also extremely competitive and our customers are becoming increasingly discerning. As a result business leaders and senior executives are all looking to improve performance, minimize errors and seek out new and novel ways to gain the edge over their competition. KPIs – when properly understood and used effectively provide a powerful tool in achieving just that.

KPIs are a ubiquitous in modern business. They are everywhere – common almost. And yet businesses that are using KPIs correctly and effectively are not common. Knowing about KPIs and understanding their relevance is of course important and we'll explore these essential topics in this workshop. But, when push comes to shove KPIs are only really useful if you identify the right ones to measure for *your* business and only measure those ones. They will only deliver mission critical data if you then use the KPIs and analyze what they tell you on a regular basis to inform and illuminate your decision making.

This workshop is therefore specifically designed to ensure that you design, implement and use KPIs correctly for the maximum impact with the minimum fuss. When used properly KPIs can become the compass that can guide you through even the choppiest of corporate waters leading your business to even greater success and prosperity.

Objective/ Benefit: After completion of this course participants will be able to:

1. Understand the concept and practices of KPI
2. Design and Measure KPI
3. Align KPI in every level
4. Implement KPI Project like KPI Professional
5. Drive Business Performance through KPI based PMS

Course Descriptions:

Module	Content	Case, Practice & Exercise
Module-1: Anatomy of Performance Management	<ul style="list-style-type: none"> • Performance Measurement Vs Performance Management • Objective of PMS • Methods of PMS 	<ul style="list-style-type: none"> • Analysis of Performance • PMS tool development

System	<ul style="list-style-type: none"> • ACER Model for PMS • Tools for PMS • Organizational Performance Vs Team Performance Vs Individual Performance • Challenges of PMS 	
Module-2: KPI Chemistry	<ul style="list-style-type: none"> • KPI Life Cycle • KPI Terminology like: RA, KRA, PI, KPI, RI, Goal • KPI Concept • Types of KPI • Characteristics of KPI based PMS • Benefits of KPI in Business 	<ul style="list-style-type: none"> • Types identification • DNA test • KPI Story telling
Module-3: KPI Culture	<ul style="list-style-type: none"> • Everything is Quantifiable • Awareness of KPI based PMS • KPI for Personal, Social and Professional life • Buy In for KPI Project • KPI for individual, Team and Organization 	<ul style="list-style-type: none"> • Example of KPI in different area • Tools and techniques for KPI culture
Module-4: Competency Framework for KPI Specialist	<ul style="list-style-type: none"> • Area of Excellence (AoE)-1: Business Competency • AoE-2: Process Competency • AoE-3: Result Chain Analysis Competency • AoE-4: Functional Integration Competency • AoE-5: Role Profiling Competency • AoE-6: Project Management Competency • AoE-7: Goal Setting Competency 	<ul style="list-style-type: none"> • Identification of specific Competency in each AoE
Module-5: KPI Designing	<ul style="list-style-type: none"> • Concept of RIGHT KPI • FSP₄ model for Organizational KPI Design • SIDO Model for Departmental KPI Design • ACER model for Individual KPI Design • Tools/ Formats for KPI design • KPI Selection/ development technique • Step for developing KPI • KPI selection criteria • Techniques for giving weightage of KPI 	<ul style="list-style-type: none"> • Design KPI for Organization • Design KPI for different Function • Design KPI for different Individual
Module-6: KPI Selection	<ul style="list-style-type: none"> • KPI selection for organizational scorecard; • KPI selection sources; • KPI Grouping • KPI selection criteria • Balanced Score Card for KPI selection • CEEPP for KPI Selection 	<ul style="list-style-type: none"> • Selection of KPI based on BSC, CEEPP & IFO Model
Module-7: Goal Setting against KPI	<ul style="list-style-type: none"> • Benchmark Setting • Steps for Goal Setting • Goal Setting formats and tools 	<ul style="list-style-type: none"> • Goal setting for different level KPI
Module-8: KPI Measurement & Analysis	<ul style="list-style-type: none"> • Data Gathering for KPI Measurement • Analysis of KPI Achievement • Data Visualization for KPI Achievement • Reward Management for KPI Achievement 	<ul style="list-style-type: none"> • KPI Analysis

Module-9: KPI for Business Performance Analysis	<ul style="list-style-type: none"> • Design Business Focused KPI • Validation of Business KPI achievement with Business Strategy • Navigation of Organization through KPI analysis for Business Performance 	<ul style="list-style-type: none"> • Development of Business Focused KPI • Analytical tool for Business Centric KPI
Module-10: KPI Project Implementation	<ul style="list-style-type: none"> • Role and Responsibility of KPI Project Owner • Role and Responsibility of KPI Team • Competency Framework for KPI Team Leader and members • Role of Management in KPI Implementation • Action Plan for KPI Implementation Project • KPI Implementation: Challenges and way forward 	<ul style="list-style-type: none"> • Role of Management in KPI Project • Role of KPI Team • Challenges and Way forward

Duration: 4 Months

Total Qualification Time [TQT]: 120 hours

Contact Hours for Class room based: 24

Assessment Areas:

1. Clarity about Concept: Clear understanding about PMS & KPI
2. Understanding Method/ Process: Different method and process of KPI designing, implementation, monitoring, measurement & analysis
3. Capability to implement the learning: Capacity to launch KPI project in the organization independently
4. Capability to transfer the learning: To make other people understand about KPI and its impact and implementation
5. Capability to analyze the challenges & overcome those: Analyze and overcome the challenges for implementing KPI in the organization

Pre course Activity:

1. Self Assessment
2. Self study of article and materials to clear the concept

Course Activity:

Duration: 4 Months

Contact Hours for Class Room : 24 hours

Total Qualification Time [TQT]: 120 hours

Method: Class Room session with group work, activity, case etc/ Online discussion/ Fully Online Self Learning

Post Course Activity:

Assignment, Awareness Presentation, Application Action Plan

Assessment Method:

- Post Course Examination
- Post Course Assignment & Presentation