

One Day In-House Workshop on Key Performance Indicators

Learning Outcomes

Attendees after this workshop will be able to:

- **Describe** the new thinking on performance measures
- **Distinguish** KRIs (Key Result Indicators), PIs (Performance Indicators) and KPIs
- **Identify** how KPIs can work in your organisation
- **Recall** the steps for implementing this methodology
- **Use** better practice reporting templates
- **Identify** some performance measures of relevance to your organisation
- **Recall** all agreements made at the workshop (these will be documented)

Pre work

Attendees should take a look at the material by David Parmenter on bettermanagement.com

Suggested attendees

The suggested attendees are the CEO, the senior management team, a cross section of managers, supervisors and staff, and the KPI project team.

Requirements

Event secretary to document agreements as they are reached in the workshop, laptops, data show, white boards, screen, lapel microphone.

Schedule

8:20	Introduction from CEO
8:30	The new thinking on key performance indicators by David Parmenter <ul style="list-style-type: none">• The difference between the 3 types of performance measures• The characteristics of a winning KPI - two stories• The 10,80,10 rule for performance measures• Critical success factors• A case study Each business unit will be represented in the workshop.
9:30	Workshop 1: Short listing the critical success factors of the organisation. All work that has been already done in this area will be tabled to attendees (e.g. from last few year's strategic plans)
10:30	Morning tea
10:50	Continue Workshop 1: Weighting of CSFs to come up with a 5 to 8 CSFs
11:20	Workshop 2: Design key result indicators for the current strategic plan (this task will take a further 2-4 week period to finalise)
12:00pm	Lunch
12:45pm	Workshop 3: Short list performance measures for business units (this task will take a further 10-16 week period to finalise)
2:00pm	Feedback from business units
2:20pm	Afternoon tea
2:40pm	Workshop 4: Brainstorm some performance measures for the organisation (this task will take a further 10-16 week period to finalise)
3:40pm	Short presentation on the way forward by David Parmenter
4:20pm	In-house team complete documentation on laptops (covering CSFs, some measures worth pursuing, the first draft of the next steps, resource requirements etc)
4:40pm	In-house team's state their next steps
5:00pm	Finish of workshop