

MANAGEPERTS.

Key Performance Indicators (KPI'S)



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▶▶▶ Introduction



By attending our comprehensive Key Performance Indicators (KPIs) Training Course, you will gain a unique opportunity to explore and apply globally recognized performance measurement frameworks and best practices. This high-impact program is designed to elevate your professional capabilities, equipping you with the skills and tools to define, measure, and manage KPIs that truly drive organizational success.

Through this transformative experience, you will learn how to align KPIs with strategic goals, interpret performance trends, and make data-driven decisions that enhance efficiency and accountability across your organization. Seize this opportunity to master the art of performance management and take a decisive step toward becoming a results-oriented professional who can turn insights into action and strategy into measurable success.

▶▶▶ Course

Objectives



Understanding the concept and importance of KPIs in organizational performance



Differentiating between KPIs and other metrics to ensure accurate performance tracking.



Learning how to set SMART KPIs that align with strategic business objectives



Gaining practical skills in measuring, monitoring, and interpreting KPI data



Utilizing dashboards and visualization tools such as Power BI and Tableau

Course Objectives



Applying KPI insights for strategic decision-making and continuous improvement



Identifying and overcoming common challenges in KPI implementation.



Applying KPI insights for strategic decision-making and continuous improvement



Developing the ability to create action plans and performance improvement frameworks based on KPI results.



Applying practical exercises and implementing in a simulation session to reinforce KPI development and performance measurement concepts.



Course Content

- 1 Introduction to Key Performance Indicators
- 2 Types of KPIs: Leading vs. Lagging, High vs. Low
- 3 Aligning KPIs with Business Objectives
- 4 Setting Effective KPIs Using SMART Criteria
- 5 KPI Measurement and Data Collection Methods
- 6 Tools and Dashboards for KPI Tracking (Power BI, Tableau)
- 7 Analyzing and Interpreting KPI Trends and Variations
- 8 Benchmarking and Comparing KPIs to Industry Standards
- 9 Root Cause Analysis and Performance Improvement
- 10 Using KPIs for Strategic Decision-Making
- 11 Common Challenges and Pitfalls in KPI Implementation
- 12 Case Studies: Successful and Unsuccessful KPI Applications
Final Assessment and KPI Workshop

▶▶▶ Course

Outcomes



Define and apply KPIs that align with organizational goals.

Accurately measure, monitor, and analyze performance data.



Translate KPI insights into actionable strategies for business growth.

Build and manage effective performance dashboards and reports.



▶▶▶ Course

Outcomes



Enhance decision-making and accountability across teams

Implement continuous improvement through data-driven performance management.



Benchmark performance using industry standards to evaluate effectiveness

Identify root causes behind KPI variations and develop targeted improvement plans.



▶▶▶ Get access to our toolkit

**Data Collection &
Tracking Sheets**



**KPI Templates
and Dashboards**



**Performance
Review
Checklists**



**KPI Alignment
Frameworks**



Toolkit

These tools are designed to assist you in the following

- ✔ Designing and implementing KPIs effectively.
- ✔ Conducting performance analysis and identifying gaps.
- ✔ Creating data-driven performance improvement plans.
- ✔ Communicating KPI insights across organizational levels.



Accreditation



Ministry of Foreign Affairs and Expatriates



The General Union of Workers in Public Services and Free Professions



Business Consultants Board



UK Education Quality Management



UK Register of Learning Providers



German Jordanian University



Course Details



Durations of the Course:

25 hours of theoretical and practical training.



Target Audience:

- Business professionals, managers, and team leaders
- HR, operations, marketing, and finance specialists
- Individuals seeking to improve organizational performance management
- Students and professionals aiming to enhance their analytical and strategic skills



Location of the Course:

Online (Live).

▶▶▶ Trainer



Eng. Mais Hindaileh, BSc Industrial Engineering, CSSBB, CBC, GRCP, ToT

Eng. Mais an industrial engineer consultant and trainer at Manageperts with over 14 years of experience in KPI's, SOP, Quality Management, Management Consultation, and Training. Also, a Certified Six Sigma black belt (CSSBB), Lean Management ASQ Certified, Certified Lead auditor, Certified Business Consultant (CBC), GRCP.

Eng. Mais is an expert in implementing KPI's, improving processes, preparing policies and procedures, management systems, conducting internal audits, assisting organizations in implementing and integrating ISO Standards, business gap analysis, balanced scorecard, Lean Management and Six Sigma implementation.

Eng. Mais has delivered more than 100 training programs and empowered 10,000+ professionals across the MENA region through collaborations with renowned institutions such as PwC Academy, KPMG Academy, BSI UK, TÜV Austria, and SGS. Her expertise is widely recognized for dynamic and interactive training approach and ability to translates complex management concepts into actionable insights—equipping professionals with the tools to enhance efficiency, ensure compliance and achieve sustainable business excellence.

SCAN ME!



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**THANK
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