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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Key Performance Indicators

Code	City	hotel	Start	End	price	Language - Hours
MT-801SA	Jeddah	Hotel Meeting Room	2026-12-06	2026-12-10	9950 SR	En - 25

Course Overview

Do you find it difficult to track the outcome of your business strategy? Do you find it difficult to formulate the key indicators for your business, senior management team, and then cascade it to other levels as well? Do you know that Key Performance Indicators or the KPI’s for your business can help you deal with this challenge with ease? The key to achieving business goals is when the senior management team can define the exact path to success and its measurement criteria for all the stakeholders, and employees of the organisation.

Course Objectives

- Understand the impact of KPI’s on your business
- Design a Performance Measurement System to drive business productivity for all the stakeholders
- Define, develop, and facilitate the KPI’s Selection Process, and its Documentation
- Understand and counter the challenges in the process
- Practical application of the learnings

Training Methodology

customize the training as per your specific industry requirements. The presentation led by the instructor is highly interactive. This is further complemented by the inclusion of several management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions. Your exposure gets better when participants across other industries share their experiences in the group as well.

Organisational Benefit

- Embed the business metrics into the strategy, and Performance Management System of the organisation
- Promote a culture of performance, Continuous Learning, Transparency, and Open Communication
- Alleviate risk and uncertainty to the achievement of business objectives

Personal Benefits

- Monitor the performance of the department, team, and self in the organisation
- Timely Course correction to achieve the expected results
- Be on the path of continuous learning
- Enhances the productivity and morale of the team

Who Should Attend?

- Directors, C- Level Executives
- Senior Management Team
- Heads of the Departments
- Strategic Planners, Business Analysts
- Existing Managers, Supervisors and those who are managing the teams
- Those who wish to manage the team in the future
- Anyone whose role includes the development and deployment of the Performance Management and Performance Measurement System

Course Outline

INTRODUCTION, CONTEXT, KEY TERMS

- What is KPI?

- Types of KPI
- Understanding the benefit of KPI’s for strategy, business and VUCA World
- Understanding the importance of KPI’s for departments, teams, and employees
- Understand the impact of KPI’s on the culture of the organisation
- Performance Measurement vs. Performance Management
- Understand the Balanced Scorecard
- Lead vs. Lag Indicators
- Review of your current Performance Management System

CONSTRUCTION OF KPI

- How to formulate the Key Performance Indicators (KPI)
- Identify the right sources to select the KPI’s
- Balanced Scorecard Perspective for KPI’s
- Balancing the KPI’s as per Lead vs. Lag Indicators
- SMART criteria of Performance measurement
- Integrating KPI’s with the goals of the organisation and departments
- Best Practices

THE KPI TEAM, DOCUMENTATION AND REPORTING

- Identifying the Team for selecting the KPI’s at the organisational and departmental level
- Designing the KPI Documentation form
- Creating a KPI Dashboard
- Reviewing the KPI’s
- Ensuring Data Quality

COMMUNICATION for KPI’s

- Educating the Teams, and members of the organisation on KPI’s
- Understand how to initiate the conversation with employees around the KPI’s for better acceptance

- Monitor the Performance measurement as per the KPI’s
- Diagnosing and Addressing the performance gaps
- Coaching for Corrective Measures

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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