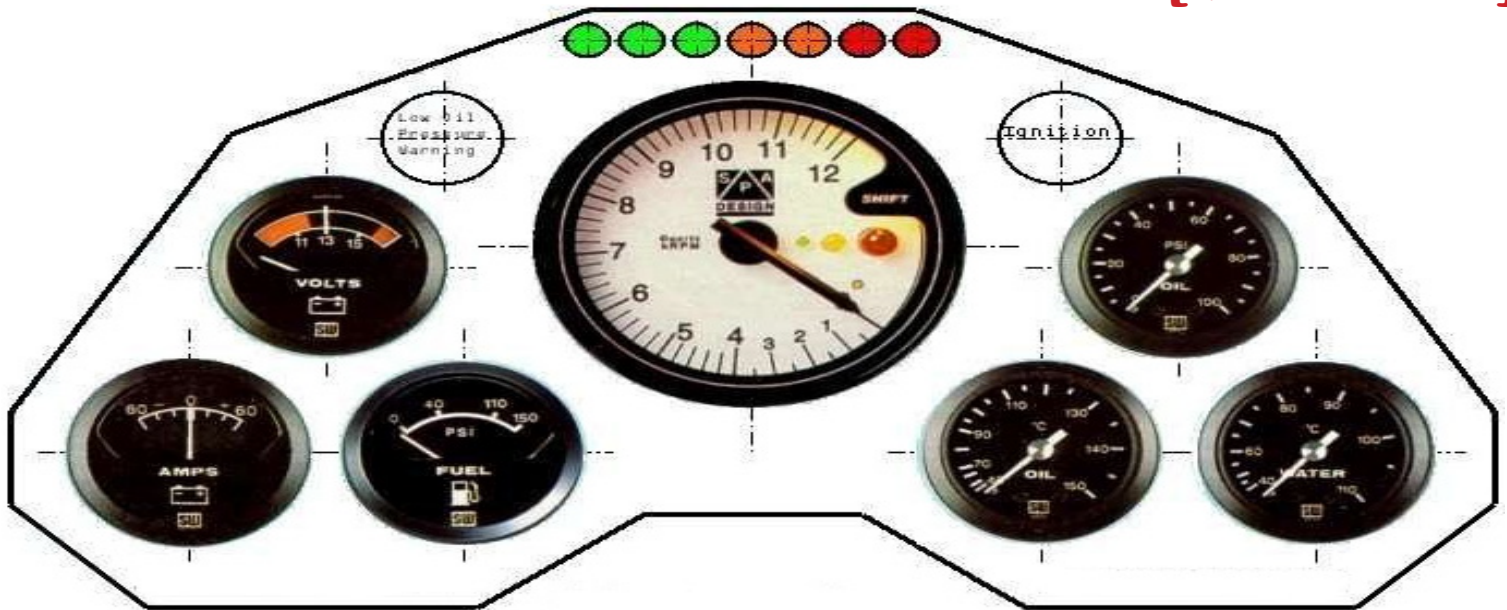


## Training on

# Design, Implement & Measure KPI

**[2018 Edition]**



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 ofcourse 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.

## Methodology

Lectures, Power Point Presentation, Videos with Important Tips, Interactive Discussions, Games, Role Play, Individual & Group Works, Case Study.

**Friday, April 27, 2018**  
10:00 am to 05:00 pm

**Participation**  
BDT 4,000+VAT

**Registration Deadline: 26 April, 2018.**

# Course Objective

- Understand the concept and practices of KPI
- Design and Measure KPI
- Align KPI in every level
- Implement KPI Project like KPI Professional
- Drive Business Performance through KPI based PMS

# Course Content

## Module 1. Concept of PMS & KPI

- Performance Measurement Vs Performance Management
- KPI Terminology like: RA, KRA, PI, KPI, RI, Goal
- DNA of KPI
- Types of KPI
- Characteristics of KPI based PMS
- Benefits of KPI in Business
- Awareness of KPI based PMS
- KPI for Personal, Social and Professional

## Module 2. KPI Designing

- Concept of RIGHT KPI
- Tools/ Formats for KPI design
- KPI Selection/ development technique
- Step for developing KPI
- KPI selection criteria
- Techniques for giving weight age of KPI
- Examples of KPI for different functions

## Module 3. KPI Selection

- Areas of KPI
- Result Chain Analysis
- Balanced Score Card for KPI selection
- CEEPP for KPI Selection
- IFO for KPI Selection

## Module 4. Competency Framework for KPI Professional

- 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

## Module 5. Goal Setting & KPI Analysis

- Steps for Goal Setting
- Data Gathering for KPI Achievement
- Analysis of KPI Achievement
- Data Visualization for KPI Achievement
- Reward Management for KPI Achievement

# Certificate

Those who attending the programme will be awarded a certificate of participation in the training on "Design, Implement & Measure KPI (2018 Edition)".

# Who Can Attend?

Personnel of HR Department, Functional Head, Top Management and Consultants

## Resource Person



**Rupak Nasrullah Zaidi**

Mr. Zaidi is Training, Organization Development and HR specialist having more than 17 years' experience in different industry. He is a Business Process Reengineering Consultant. He is a senior Fellow of Management & Strategy Institute – USA. He has exposure as KPI consultant at home and abroad. He has completed Masters in HRM under the University of Dhaka. He received World Training & Development Leadership Award in 2016. He is Member of KPI Institute Australia. He is a certified Lean Office Professional. He is a Professional International Member of Association for Talent Development (ATD, largest association for training & development worldwide), a member of Certified Professional Trainer Network (CPTN) - Canada & certified Trainer from City & Guild- UK. He is also member of American Management Association (AMA) and Society for Human Resource Management (SHRM) USA. He is also a Management Consultant accredited by Institute of Management Consultant Bangladesh. Mr. Zaidi attended as speakers in International Conferences in Singapore, India and Nepal. He also presented papers in different National and International Conferences. He is also guest faculty for leading Private Universities in Bangladesh.

He has conducted training in different organization on different soft and hard skill. He is an expert trainer in HR, Operational Excellence, Office Kaizen, Office '5 S', Lean Office, Salesmanship, Organization Development, Organizational Leadership, Team Building, Change management, Negotiation, Customer Service and other soft skills. He has also exposures in Management Consulting. He did consultancy for more than 15 organizations regarding their HR & Compliance Audit. He also did management consultancy for organization restructuring and development, HR Auditing, HR Setup. He also runs Assessment Center for different organization. He is an HR Auditor and also a good motivational speaker. He worked on Training with renowned multinational, national, group of companies on different topics.

He has contributed in the HR Development in the country through his research based studies, knowledge sharing sessions, analytical paper preparation, information based module and material preparation and sharing. He is now servicing in Power Grid Company of Bangladesh Ltd. as DGM-HR. He is the Secretary General of Professional Society for Bangladesh (PSB). He is the fellow member of Bangladesh Society for Human Resources management (BSHRM), member of Worldwide Trainers Forum.

Mr. Zaidi has rendered Consultancy Service for Business Process Reengineering, Setting KPI, designing effective Performance Management System, Running Assessment Centre, Organization Restructuring, HR Audit, Process Development, Competency Mapping for Human Resources, Organization Development, for more than 30 organizations at home and abroad. He is an expert Performance Coach for different functions. He has conducted training in different countries including Singapore, Malaysia, India, Nepal, Bangladesh.