THE KPI INSTITUTE

CERTIFIED
KEY PERFORMANCE INDICATORS
The KPI Institute
C-KPI
Framework
v 2.0 2015
PROFESSIONAL

CERTIFIED KPI PROFESSIONAL

C-KPI

2017
27 EDITIONS
22 CITIES

Getting Key Performance Indicators right by using a rigorous KPI measurement framework

Key business benefits:

› Improve the performance of your company by practicing a sound framework for KPI measurement;

› Obtain better business results by selecting the right KPIs to monitor for your company;

› Generate value from using KPIs by optimizing the data collection process.

Over the last years, the team at The KPI Institute:

› Documented 8,000+ KPIs from 16 functional areas and 25 industries;

› Reviewed 1,000+ performance reports from 125 countries;

› Referenced 30,000+ resources as part of the documentation process.

Agenda

Day 1 — A standardized approach to KPIs

🕐 09:00-16:30

The world of KPIs

› Challenges in performance measurement;
› The value added by KPIs;
› KPIs concept map;
› Governance.

Understanding KPIs

› KPI related terminology;
› SMART objectives decomposed;
› KPI lifecycle.

KPI typology

› Leading vs. lagging KPIs;
› Qualitative vs. quantitative KPIs;
› Efficiency vs. effectiveness KPIs.

KPI taxonomy

› Interdisciplinary systemic worldview;
› KPI use case scenarios;
› KPI DNA map.

Day 2 — KPI selection & target setting

🕐 09:00-16:30

KPI selection

› KPI selection for organizational scorecard;
› KPI selection sources;
› KPI selection techniques.

KPI alignment

› KPI alignment approaches;
› KPI selection for corporate scorecard.

KPI documentation

› KPI documentation form functions;
› KPI documentation form design;
› KPI documentation process.

Working with targets

› Target setting process;
› Challenges in working with targets;
› Negative behaviors when setting targets;
› Weights and indexes.

Day 3 — Data gathering and visualization

🕐 09:00-16:00

Data gathering

› Data quality dimensions;
› KPI reporting data sources;
› KPI activation tools;
› KPI activation techniques;
› Working with data custodians;
› Data collection methods.

Data visualization

› Guidelines to designing efficient templates;
› Usability in terms of visual design;
› Scorecard and dashboard design.

Review & evaluation test

› Course review;
› Certification Exam.

Previous participants