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IHRM: C00259 NITA: NITA/TRN/1234

USING KPIS TO MANAGE PERFORMANCE TRAINING

Date	Time	Duration	Venue	CPD	Cost (EXcl. VAT)
11th Mar, 2023	8:30 AM-11:30 AM	3 Hour(s)	Webinar, Zoom	1	1,500.00

Course Overview

Using KPIs (Key Performance Indicators) is a great way to manage performance and keep track of the progress of any project or process. KPIs provide an objective measure of performance, and allow businesses to identify areas where improvement is needed and help them focus their resources on those areas. A few examples of KPIs that can be used to manage performance include customer satisfaction, time to complete tasks, quality of output, cost per unit and revenue per sale. By tracking and analysing these indicators, businesses are able to identify trends and problems in their performance, which can help them devise strategies to improve overall efficiency.

Course Objectives

By the end of this program, participants will be able to;

- Understand what KPIs are, their misinterpretation and misapplication
- Appreciate why KPIs are necessary and beneficial to organizations
- Learn how to create relevant and effective KPIs from KRIs (CSF).
- Learn how to implement a KPI system successfully
- Effectively manage a KPI measurement system

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- Managers and supervisors responsible for team performance.
- Human Resource Managers
- HR Business Partners
- People Managers
- HR Executives

Video Link(s)

Module Title	Video Link
Using KPIs to Manage Performance	https://www.youtube.com/watch?v=7DTUsXzGm5w

CHRP. Den PN Gathitu
Secretary General
Academy of Certified Human Resource Professionals