



PURPOSE

Key Performance Indicators are meant to help leaders take better decisions. KPI's are part of a larger tool called "Visual Management".

This workshop is designed to help leaders at all levels build their own KPI's, as part of a larger Visual Management system. This system might already be in place or not. In this latter case, a basic VM is being build during the workshop.

At the end of this workshop, the participant goes home with a workable KPI dashboard, ready to be used.

Key Performance Indicators

STANDARD AGENDA (Most agenda's are adapted to your specific situation)

- The purpose of any dashboard: the benefits of having Visual Management
- The global Management cycle: where and why are KPI's needed?
- Evaluation of the stabilization of the Management system of the organisation: key questions to ask
- Define what to measure and why it should be measured
- Essential characteristics of KPI's: how good are the ones already used now?
- The process in 5 steps to define KPI's: the link with objectives
- The case of a classic situation: build KPI's
- Four areas for KPI's: Finance, Customers, Processes and Development
- Sample KPI's in different areas
- Building your own dashboard of KPI's according to your own situation