

HRSINGAPORE



Key Performance Indicators (KPIs) Workshop (11th Run)

- 10 May 2016

Introduction

To-do lists are long. So many important issues can compete for your attention that it is often difficult to see the "wood for the trees". As a result we may end up with too many measures and, hence, too much to improve. And time is scarce. Sounds familiar?

Albert Einstein had this wonderful quote about measurement: "Not everything that can be counted counts, and not everything that counts can be counted."

Or should be counted!

Hence, we need to prioritise, but somehow we don't seem to do it well enough. More light will not help if we are look in the wrong direction. And when competition is brutal, staying competitive means survival.

Course Objectives

- To really understand what Key Performance Indicators (KPIs) are and their misinterpretation and misapplication.
- To appreciate why KPIs are necessary and beneficial to organizations.
- To learn how to create relevant and effective KPIs from Key Result Areas (also known as Critical Successful Factors).
- To learn how to implement a KPI system successfully.

- To effectively manage the KPI measurement process in all phases.
-

Course Outline

I. Business Performance Management

- Analytics: an overview.
- Business performance management (BPM) maturity model.

II. "What Gets Measured Gets Done." ... or Not?

- Or "If you can't measure it, you can't manage it."
- More correct to say: "Some things that get measured get done."

III. Types of Performance Measures

- Different uses.
- The Onion analogy.

IV. What REALLY are Key Performance Indicators (KPIs)?

- An analogy: The Human Body.
- One size does not fit all.
- Same KPI but different focus.

V. The characteristics of a good KPI

- Must ultimately help to make actual, tangible improvement.

VI. Types of KPIs

- For different purposes.

VII. Finding Organization KPIs

- Key Result Areas (KRAs) or Critical Success Factors (CSFs) - The missing link.
- A case study to illustrate how to use Vision and Mission statements to identify CSFs and KPIs.

VIII. Purposeful Measurement

- Measuring KPIs correctly to avoid "garbage in, garbage out".

IX. Good versus Bad Key Performance Indicators

- Their implications.

X. Drowning in data; thirsting for insights. Too Many KPIs?

- Try the 80/20 Rule.
- Avoid "analysis paralysis".

XI. "Not everything that counts can be counted, and not everything that can be counted counts." Or should be!

- A case study to illustrate the power of simplicity.

XII. Types of performance management system

- For different settings.

XIII. It is not all about \$\$\$ only

- Environmental / sustainability components in performance management.

XIV. The road map for implementation of a KPI system

- Success factors.

XV. Managing the KPI Measurement Process

For details, please click on: <http://hrsingapore.org/kpis/>

Chan Phak Sung has 20 years of experience in regional start-up and leadership Human Capital Development and Management function in Asia-Pacific for Global MNCs such as Canon, Dell Computer, Sony, Air Products and Chemicals, Informatics, etc. He has also had hands-on experience in business development, customer service, corporate training, consulting, M&A. He left Canon where he held three appointments: Regional HR Director; Regional Innovation & Productivity Supervising Director; and Regional Learning & Development Director.

Phak Sung is currently a management consultant helping companies to setup their HR functions and infrastructures; merge their policies and practices when they acquire companies; trouble shoot if they have organizational effectiveness issues; and design and deliver training or workshops such as cross-cultural communication, team building, strategic planning and change management, corporate governance and ethics, leadership skills etc.

He conducted a ten-day series of workshops for the Royal Bhutan Government's Ministries' Heads of HR in strategic planning, strategic staffing, and corporate governance. He was recently the keynote speaker in a forum on Human Capital Analytics in Manila organized by Assessment Analytics International. His topic was Measuring Human Capital Analytics for Business Growth.

Phak Sung lectured at a local institute in Strategic Planning and Change Management in the graduate diploma and diploma programs in Human Capital Management introducing the first ever Corporate Governance and Ethics program and was the only lecturer for this program. He also lectured on International Human Capital Management and Administrative Management for an Australian university's bachelor's degree programs.

Phak Sung holds a Bachelor of Arts (Hons) Economics from California State University, USA.

Administrative Details

Scheduled Date

- 11 May 2016

Duration

- 9 am to 5.30 pm

Cost

- S\$650 for [Community](#) Subscribers
 - PIC Claimable
-

Certificate

Certificate of Attendance will be awarded upon attendance and successful completion of the workshop.

REGISTER TODAY





HRSINGAPORE®

A Decade of Helping HR People Succeed!



Share on Facebook



Send to Twitter



Forward Email

HRSINGAPORE PTE LTD | www.hrsingapore.org | query@hrsingapore.org | Tel: 6337-8016 or 6338-5816 |
89 Short Street #04-16 | Singapore 188216 | Co Reg. 200409860M